

Your guide to Telewest Broadband services

Internet, Phone and TV



To check that Telewest Broadband services are available in your area please call us on:

0800 953 5353
(Sales Enquiries)

Telewest Broadband customers requiring additional services can call us on:

0845 142 0000
(Customer Services)

or dial 150 for free from your Telewest phone line

Total monthly charge

+

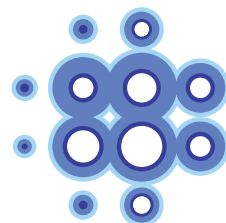
Month in advance

+

Connection fee/Extras
(Less deposit)

=

Estimated total first bill



To find out more visit www.telewest.co.uk

Your guide to Telewest Broadband services

Internet, Phone and TV

To check that Telewest Broadband services are available in your area, please visit www.telewest.co.uk or call your Broadband Consultant.

Your broadband consultant is

Name

Contact

Total monthly charge

+

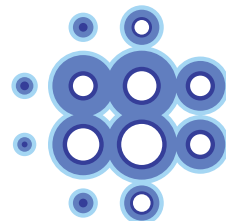
Month in advance

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Estimated total first bill



To find out more visit www.telewest.co.uk

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Living with Telewest Broadband

We provide the latest broadband services through a single connection into your home.

Whatever services you want, we are committed to offering you great value for money. If you take TV, phone and broadband Internet you can save money and get a really great deal.

You don't need a dish, a new TV or new phone, and installation is easy.

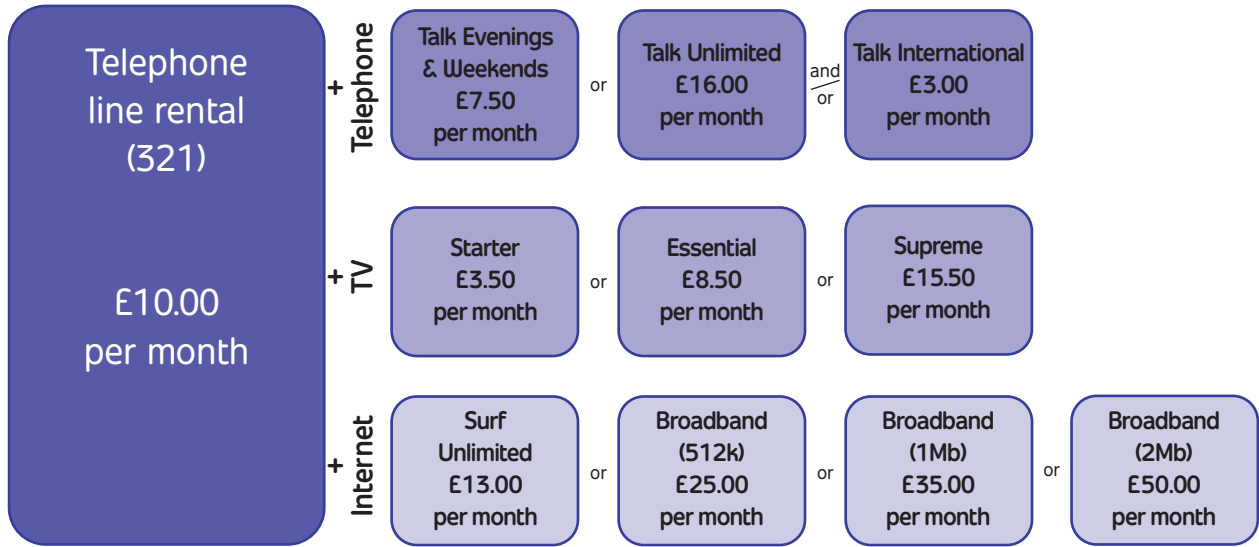
To check that Telewest Broadband services are available in your area, please visit www.telewest.co.uk or call us on the number shown on the back cover of this brochure.

The easiest way to pay is by Direct Debit. All prices shown are for payment by Direct Debit. If you choose to pay by any other method, an administration charge of £2.00 per month will be added.

An initial payment of £50.00 is payable in advance, by credit or debit card only, which will appear as a credit on your first bill.

Tailored for your lifestyle

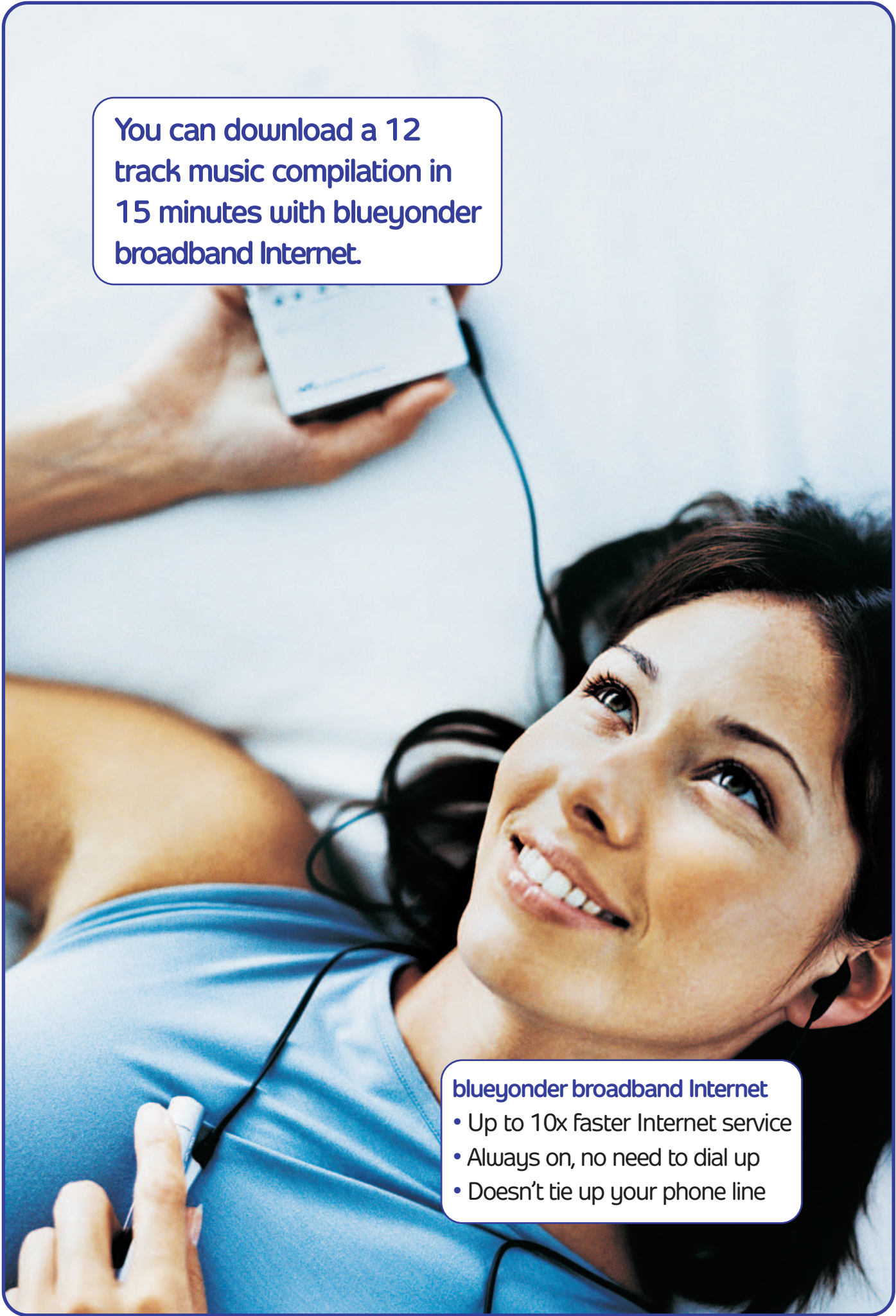
Choose from a variety of products, a tailored package that suits your needs.



For example

If you buy the Essential package you will pay £10.00 for a 321 line rental and £8.50 for Essential TV, which is a total of £18.50

Customers must commit to a minimum of 12 months for each service. All prices are for payment per month by Direct Debit. Non Direct Debit £2.00 extra. Broadband prices exclude customers taking broadband Internet and/or TV without a phone line.



You can download a 12 track music compilation in 15 minutes with blueyonder broadband Internet.

- blueyonder broadband Internet**
- Up to 10x faster Internet service
 - Always on, no need to dial up
 - Doesn't tie up your phone line

blueyonder Internet services

You can take blueyonder broadband Internet alone, or combine it with a phone and/or TV package.

blueyonder Surf Unlimited	blueyonder broadband Internet 512kbps	1Mb blueyonder broadband Internet	2Mb blueyonder broadband Internet
£13.00 Fixed monthly fee for unmetered use.	£25.00 Fixed monthly fee if you subscribe to another Telewest service. £29.99 Fixed monthly fee.	£35.00 Fixed monthly fee if you subscribe to another Telewest service. £39.99 Fixed monthly fee.	£50.00 Fixed monthly fee if you subscribe to another Telewest service. £54.99 Fixed monthly fee.

Prices shown are for payment by Direct Debit. For details of installation charges please refer to page 12.

blueyonder Pay-as-you-go

A dial-up service is available where you simply pay for the time you're online, at 2p per minute plus a connection fee of 6p for each call. You will need to take a Telewest phone line.

blueyonder Surf Unlimited

For a flat monthly fee, you can dial-up to the Internet at any time, day or night – and use it for as long as you like without incurring any additional phone charges.

With blueyonder Pay-as-you-go and blueyonder Surf Unlimited you can now make and receive phone calls whilst you are on the Internet. This is known as Modem-on-hold*

blueyonder broadband 512Kbps

An always on Internet Service that is up to 10x faster than a standard dial-up connection. It doesn't tie up your phone, so you can surf and use the phone at the same time. See overleaf for more information.

blueyonder 1Mb broadband service

The blueyonder 1Mb service is a faster broadband Internet experience that is up to 20x faster than a standard dial-up connection.

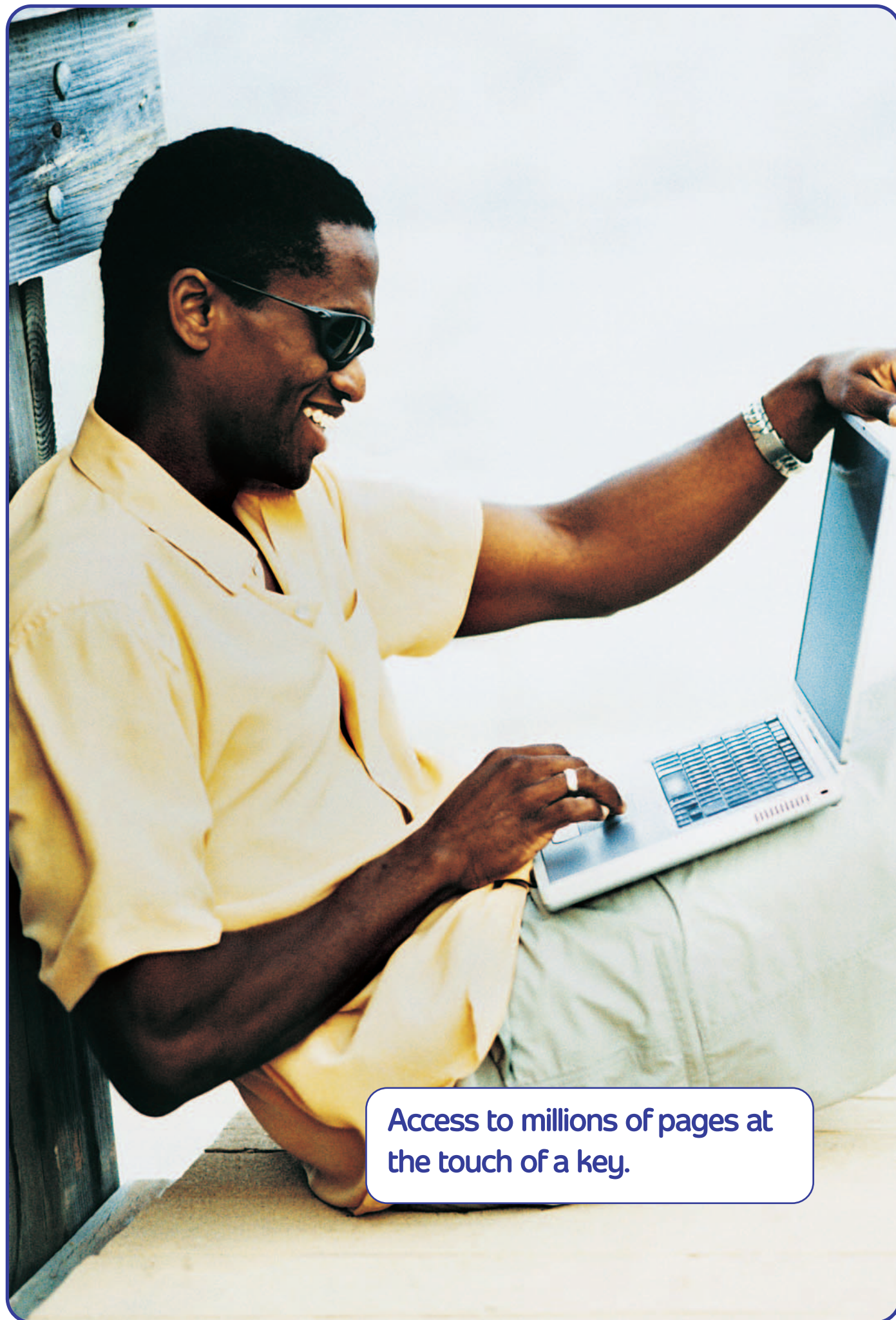
blueyonder 2Mb broadband service

The blueyonder 2Mb service is the UK's fastest home cable Internet service that is up to 40x faster than a standard dial-up connection.

Services free with blueyonder broadband Internet

- 30Mb web space to create your own personal web site
- 15 email addresses for all your family
- Dedicated broadband site
- Bluetutorials – online tutorials on how to get the most from your broadband connection and links to the top broadband sites
- Technical Support software to help identify and fix simple Internet connection problems

*To use 'Modem-on-hold' you will require a V.92 compatible modem and updated drivers from your modem manufacturer. You will need Call Waiting to be activated on your phone line, which costs £1.00 per month.



Access to millions of pages at the touch of a key.

Experience the world of broadband

The world we live in today demands everything we do to be quicker and easier. blueyonder broadband Internet is up to 40x faster than standard dial up Internet which means you can surf the web, download music and movie clips and send emails in an instant.

blueyonder broadband Internet is up to **40x faster** which means:

Instant surfing

Get all the best shopping and holiday bargains by surfing up to 40x faster than your dial up friends. Check out how your shares are performing or have a dabble on the Stock Market without having to wait ages for the Internet to log on or pages to download.

Keep in touch wherever your friends are

There's no excuse not to keep in touch with family and friends on the other side of the world. With blueyonder you can send and receive large email attachments like photos or large documents instantly without crashing your inbox.

Music at your fingertips

No need to go to the shops, you have all the music in the world at your fingertips. With blueyonder 512kbps broadband service you could download 12 music tracks in 15 minutes compared to the 2.5 hours with dial-up.

Warning: Copyright owner's permission may be required for the downloading of music files.
Quoted speeds are based on all technologies working at optimum speed. In practice, factors such as speed a website can support, the amount of traffic accessing it, and content caching, can cause quoted speeds to vary.

Streaming Video

Watch the movie clips before you go to the cinema or download the goal of the month from your favourite footy team's web site.

Don't be the last to know what's going on in the world – with blueyonder you can watch up to date news and current affairs with live audio and video streaming. The faster the connection the higher the quality.

Play online games

With blueyonder your ping rates are low which makes your reaction times online seem faster so you can shoot your opponent before he's even seen you coming.

And soon you'll be able to play your Xbox Live with blueyonder broadband.

Don't miss out on the award winning blueyonder service.



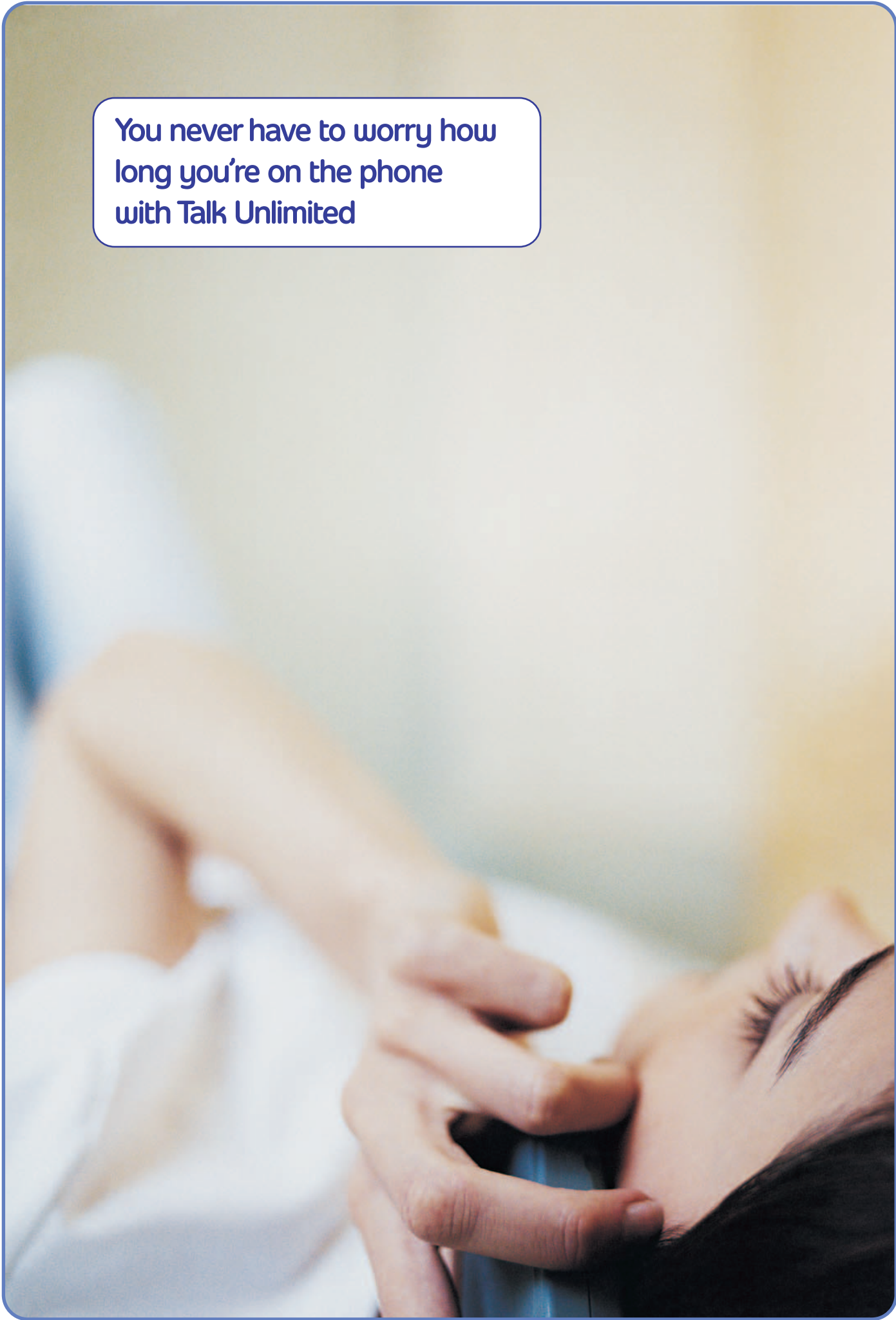
Voted **Best ISP of the year** by the ISP Review.

Voted **Best broadband ISP** by PC Pro Magazine.

Most Satisfying ISP by Webuser readers.

Winner of the **Best Unmetered ISP Award** 2002.

Best New Telecommunications Product by Computing Awards 2002.



You never have to worry how long you're on the phone with Talk Unlimited

Phone services

You can take a phone service alone or combine it with an Internet service and/or TV package. Use the table to help you decide which tariff is best for you.

Prices shown are for payment by Direct Debit.

	Talk Unlimited	Talk Evenings & Weekends	321
	Unlimited UK phone calls 24 hours a day for a fixed monthly fee	Unlimited UK phone calls at evenings & weekends for a fixed monthly fee	National calls at local rates with our simple 321 tariff
Monthly cost when paying by Direct Debit	£16.00	£7.50	Per minute
Monthly phone line rental	£10.00	£10.00	£10.00
Monthly total	£26.00	£17.50 + daytime calls per minute	£10.00 + calls per minute
Local and national calls			
Daytime call charges per minute 6am - 6pm Monday to Friday	Included in monthly fee	4p*	3p*
Evening call charges per minute 6pm - 6am Monday to Friday	Included in monthly fee	Included in monthly fee	2p*
Weekend call charges per minute midnight Friday to midnight Sunday	Included in monthly fee	Included in monthly fee	1p*
Excluded calls			
Calls to mobiles, premium rate, international, internet and non-geographic numbers	Not included. Charged at standard rates	Not included. Charged at standard rates	Not included. Charged at standard rates
Option to add 26 channels of digital TV, free TV email and access to Pay Per View movies for an extra £3.50 a month	Yes	Yes	Yes

* A call connection charge of 6p per call applies.

Talk International Additional £3.00 per month There is a 6p connection charge per call.

Talk International

Talk International offers discounted calls to all countries for an additional £3.00 per month. 17 of the destinations only cost 3p or less per minute – the same as the price of a local daytime call.

Calls to International Premium Rate numbers are not discounted with Talk International and are charged at standard rates.

Each phone tariff must be kept for a minimum of 30 days before switching to an alternative Telewest phone tariff.

Combined TV and phone packages

Broadband digital TV gives you a greater choice of channels and a clearer picture. You can take our Supreme TV package by itself or combine it with a phone service. To help you choose, we have given you the prices for combining our TV and phone services.

	Starter	Essential	Supreme	
entertainment	BBC Three BBC Four Ftn ITV2 Sky One	BBC Three BBC Four Bravo Bravo + 1 Challenge E4 Ftn Hallmark ITV2 Living TV Living TV + 1 Paramount Comedy	BBC Three BBC Four Bravo Bravo + 1 Challenge E4 Ftn Granada Men & Motors Granada Plus Hallmark ITV2 Living TV Living TV + 1	Paramount Comedy Paramount Comedy 2 Reality TV Sci-Fi Sky One TCM Trouble Trouble Reload UK Drama UK Gold + 1 UK Gold 2
factual	BBC News 24 BBC Parliament ITV News Sky News The Community Channel UK History	Animal Planet BBC News 24 BBC Parliament CNBC Discovery Channel Discovery Home & Leisure ITV News Sky News The Community Channel	Adventure One Animal Planet BBC News 24 BBC Parliament Bloomberg CNBC Discovery Channel Discovery Channel + 1 Discovery Civilisation Discovery Home & Leisure Discovery Science	Discovery Travel & Adventure Discovery Wings History Channel ITV News National Geographic Sky News The Community Channel UK History UK Horizons + 1 UK Horizons
music	The Hits The Music Factory	MTV Hits The Box The Hits The Music Factory VH-1 Classic	Kerrang! Kiss Magic MTV 2 MTV Base MTV Dance MTV Hits MTV UK	Performance Q Smash hits The Box The Hits The Music factory VH-1 VH-1 Classic
lifestyle	Best Direct Bid-up.tv Price-drop.tv QVC Simply Shopping TV Travel Shop TV Warehouse UK Bright Ideas	Best Direct Bid-up.tv Discovery Health God Channel Price-drop.tv QVC Simply Shopping TV Travel Shop	Best Direct Bid-up.tv Discovery Health Fashion TV God Channel Price-drop.tv QVC Simply Shopping	Travel Channel Travel Deals Direct TV Travel Shop TV Warehouse UK Bright Ideas UK Food UK Style +1
kids	CBBC Channel CBeebies	Cartoon Network Cartoon Network CBeebies Fox Kids Nicktoons TV	Boomerang Cartoon Network Cartoon Network +1 CBBC Channel CBeebies Discovery Kids Fox Kids	Fox Kids +1 Nickelodeon Nick Jr Nick Replay Nicktoons TV Toonami
sport	Attheraces Sky Sports News	Attheraces British Eurosport Eurosport News	Attheraces British Eurosport Eurosport News	Extreme Sports Sky Sports News
basic	BBC One BBC Two Channel 4	BBC One BBC Two Channel 4	BBC One BBC Two Channel 4	Five ITV 1 selected radio channels
global	EuroNews	EuroNews	Deutsche Welle EuroNews Leonardo	TV5

You need this	Choose one of these	Monthly total
line rental – £10	Starter and 321 tariff £3.50	= £13.50
	Starter with Talk Evenings & Weekends tariff £11.00	= £21.00
	Starter with Talk Unlimited tariff £19.50	= £29.50
line rental – £10	Essential and 321 tariff £8.50	= £18.50
	Essential with Talk Evenings & Weekends tariff £16.00	= £26.00
	Essential with Talk Unlimited tariff + TV £24.50	= £34.50
line rental – £10	Supreme and 321 tariff £15.50	= £25.50
	Supreme with Talk Evenings & Weekends tariff £23.00	= £33.00
	Supreme with Talk Unlimited tariff + TV £31.50	= £41.50
	Supreme TV Only (excluding phone)	= £20.00

Supreme is available as a TV only package for £20 per month.
All prices shown include phone line rental and are for payment by Direct Debit.
Channel line-up is subject to change. For details of installation charges please refer to page 12.

Your choice of premium channels

Sky Movies, Sky Sports and other Premium Channels can be added to any Telewest Broadband package.

So take a look at what’s on offer and make your choice.
All prices are shown per month.

Sky premium channels

Sky Movies

skymovies premier

4 Screens

+

skymovies max

5 Screens

=

skymovies cinema

2 Screens

Disney Channel

Free when you subscribe to both Sky Movies Premier and Sky Movies Max



© Sky Movies, Sixth Sense



© Sky Movies, Tomb Raider



© Sky Movies, Mission to Mars

Sky Sports

or

Sky Sports 1

Sky Sports 2

=

Sky Sports 3

Free when you subscribe to either Sky Sports 1 or 2



© Sky Sports, Premiership Football



© Sky Sports, Cricket



© Sky Sports, Golf

		1 Sky premium + £15.00	2 Sky premiums + £20.00	3 Sky premiums + £22.00	4 Sky premiums + £24.00
Starter	321	£28.50	£33.50	£35.50	£37.50
	Talk E+W	£36.00	£41.00	£43.00	£45.00
	Talk Unltd	£44.50	£49.50	£51.50	£53.50
Essential	321	£33.50	£38.50	£40.50	£42.50
	Talk E+W	£41.00	£46.00	£48.00	£50.00
	Talk Unltd	£49.50	£54.50	£56.50	£58.50
Supreme	321	£40.50	£45.50	£47.50	£49.50
	Talk E+W	£48.00	£53.00	£55.00	£57.00
	Talk Unltd	£56.50	£61.50	£63.50	£65.50
Supreme TV Only		£35.00	£40.00	£42.00	£44.00

Premium channels, once ordered, need to be kept for a minimum of 30 days.

8

9

Asian Premium Channels



The best in Asian family entertainment.

£10.00



The best in Asian produced entertainment, drama and educational programmes including Bollywood classics.

£10.00



Top Bollywood movies, exclusive interviews and behind the scenes previews and gossip.

£10.00



The channel India relies on for independent objective and unbiased news coverage and analysis.

£10.00



India's number one Hindi entertainment channel with Hindi series, Bollywood blockbusters, music (Channel [V]) and more.

£10.00

or £13.00 for both

or

Asian Premium Package

All 5 Asian Premium Channels plus our Talk International phone service for **£24.00**



Kahani Terri Merri, image courtesy of Sony Entertainment Television Asia



Kaho Na Pyar Hai, image courtesy of Sony Entertainment Television Asia



Lagaan, image courtesy of Sony Entertainment Television Asia

Pay Per View

Front Row

- 30 top Hollywood titles every day
- Only £1.99 – £3.50 per movie

FRONT ROW
30 movies every day



© Sky Movies, Charlie's Angels

Adult Pay Per Night

adult channel



red hot AMATEUR

red hot ALL GIRL

red hot UK talent

spice

- Choose any of the above channels for £7.00 per night
- Choose from a selection of Private Blue Movies for £5.50

Adult Premium Channels



£11.00



The best in adult entertainment

£11.00

adult channel

£11.00

1 Adult Channel **£11.00** 2 Adult Channels **£16.00** 3 Adult Channels **£18.00**

Other Premium Channels



A mix of cartoons, films and features from the home of family entertainment

£6.00



The best in modern and independent cinema

£6.00



The television channel dedicated to Manchester United.

£6.00



Live Pro and NCAA action from North America, including baseball, football, basketball and hockey, plus the best sports news and talk shows

£10.00

Premiership Extra

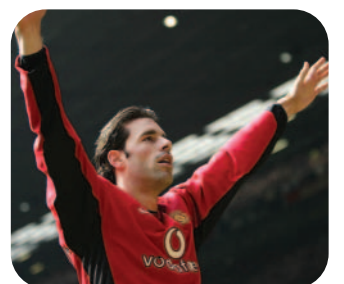
- Enjoy all the best action from the only league that really matters
- £8.00 per match
- £60.00 season ticket* – Telewest Armchair Season Ticket is even better value, at £60 for all 40 games (that's just £1.50 per game)



* Payable in one payment of £60 or four consecutive instalments of £15 per month.



© Sky Sports, Premiership Football



© Sky Sports, Premiership Football

Premium channels, once ordered, need to be kept for a minimum of 30 days.
All prices are shown per month.

Summary of service charges

Broadband Installation Charges

Broadband Internet, TV and phone installation charge (All three products to be installed at the same time)	This triple installation includes: 1 set top box, video connection, phone line(s) including conversion of existing working extensions (providing they conform to OFTEL wiring regulations) and blueyonder broadband Internet installation (excluding cost of NIC, if required)	£25.00
TV and phone installation charge	This installation charge includes all the above EXCEPT blueyonder broadband Internet	£50.00
TV only installation charge		£50.00
Installation of 2nd or 3rd set top box	per box	£25.00
Phone line only installation charge	per visit	£25.00
blueyonder broadband Internet installation charge – new Telewest customers		£50.00
blueyonder broadband Internet installation charge – existing Telewest customers		£25.00
Network interface card (if required)	if required	£25.00

Optional Extras

Rental of additional set top box	per month per box	£15.00
Adding a premium channel	Must be taken for a minimum of 30 days	Free
1st phone line rental	if not purchased with TV service per month	£10.00
Additional phone line rental	per month	£10.00
Keyboard	including p&p	£29.99

Additional Services

Call out for service fault		Free
Call out fee	(not related to service fault eg. relocation of wall point, adding phone extension, failure of customer's equipment ie. TV set, phone)	£75.00
Replace damaged or lost remote control		£12.50
Copy bill (per bill)		£10.00

All prices shown are for payment by Direct Debit. If you choose to pay by any other method, an administration charge of £2.00 per month will be added.

Additional product information

321

1. Free evening and weekend talktime: No charge will be made for talktime for any local calls made by Telewest Broadband residential phone customers to other Telewest Broadband residential phone customers on weekdays between 6pm and 6am and all weekend (6pm Friday to 6am Monday) but all calls are subject to a 6p connection charge. Excludes calls (direct or indirect) to Internet service providers' points of presence for Internet access.

2. All other local, regional and national phone calls are charged at 3p a minute daytime (6.00am to 6.00pm Monday to Friday and all UK public holidays), 2p a minute evenings (6.00pm-6.00am Monday to Friday) and 1p a minute weekends (midnight Friday to midnight Sunday). A call connection charge of 6p per call is charged for all calls unless stated otherwise in the Guide to Residential Tariffs (available on request from Customer Services).

3. Separate rates apply to non geographic (e.g. 0645, 0845, 0870 and 0990 etc), mobile, premium rate, international numbers and calls to Internet points of presence.

Talk Unlimited/Talk Evenings & Weekends

4. For Talk Unlimited, no charges are made for any direct dialled voice-only calls within the UK (e.g. cable, local, regional and national calls). Standard Telewest rates apply to non-geographic (e.g. 0645, 0845, 0870 and 0990 etc), mobile, premium rate, international and calls to Internet points of presence.

5. For Talk Evenings & Weekends, no charges are made for any direct dialled voice-only calls within the UK (e.g. cable, local, regional and national calls) made in the evenings between 6pm and 6am and at weekends (midnight Friday to midnight Sunday). Standard Telewest rates apply to non-geographic (e.g. 0645, 0845, 0870 and 0990 etc), mobile, premium rate, international and calls to Internet points of presence.

Local and national daytime calls are charged at 4p per minute with a 6p connection charge per call.

6. Talk Unlimited/Talk Evenings & Weekends must be kept for a minimum of 30 days before switching to an alternative Telewest telephone tariff.

7. Talk Unlimited/Talk Evenings & Weekends are not available to business users and Telewest has the absolute right to withdraw such service from those using Talk Unlimited or Talk Evenings & Weekends for business purposes or from those with call usage patterns that indicate use of the line for business purposes.

8. Talk Unlimited/Talk Evenings & Weekends only relates to one telephone line per household. Additional standard telephone lines are also available.

Digital Telephone and Calling Services

9. Connection of Telewest residential phone lines is subject to a connection charge per visit.

10. Number portability is subject to status and availability.

Programme Information

11. Telewest reserve the right to suspend access to Pay Per View movies without notice at its sole discretion. Live events are separately priced.

12. Not all channels broadcast 24 hours a day, 7 days a week.

13. Premium channels or package upgrades, once ordered, must be kept for a minimum of 30 days.

blueyonder Pay-as-you-go

14. Telewest offers an ISP service (that is, access to the Internet) on request to customers with a Telewest Broadband residential phone line with calls to Telewest's point of presence. Customers who disconnect all Telewest residential phone lines (or have such phone lines disconnected for non-payment or other breach of contract) will cease to be eligible and will be subject to Telewest's standard subscription charges for Internet access. This service cannot be used in conjunction with any other offer on Telewest telephone lines and/or blueyonder subscription.

blueyonder Surf Unlimited

15. For a monthly fee, Telewest Broadband residential customers will be entitled to unlimited calls to blueyonder Surf Unlimited's point of presence for Internet access via their Telewest phone lines, 24 hours per day, and 7 days per week at no further charge..

16. We reserve the right to disconnect calls to blueyonder Surf Unlimited for Internet access after 2 hours' continuous use and/or after 15 minutes if there is no data traffic on the line.

17. Please contact us to find out if your PC is compatible.

blueyonder broadband Internet

18. PCs or Macs will need a Network Interface Card (NIC) for connection to the cable modem which Telewest can supply for an additional £25 (some PCs or Macs may already be equipped with NIC). Customers will require suitably specified equipment (please visit www.blueyonder.co.uk/info for details).

19. Customers may be supplied with a cable modem. If this is the case Telewest retains ownership of this modem and will require its return if the service is terminated for any reason.

20. *Quoted speeds are based on all technologies working at optimum speed. In practice, factors such as speed a website can support, the amount of traffic accessing it, and content caching, can cause quoted speeds to vary.

Premiership Extra

21. The football season runs from mid-August 2003 until early May 2004 and the Telewest Armchair Season Ticket consists of 40 Barclaycard Premiership Extra matches, approximately one match per week, subject to variation.

22. The Telewest Armchair Season Ticket is payable by 2 methods: a) a £60 charge payable in one instalment on the next bill you receive; or b) a £60 charge payable in 4 consecutive monthly instalments of £15, the first instalment being made on the next bill you receive.

23. If you cancel your Armchair Season Ticket at any time you will still be liable to pay the full price

24. All selected matches are individually available on Pay Per View at £8 per match

25. Telewest shall not be responsible for cancelled or delayed matches. No refunds will be given for cancelled matches.

General

26. Customers are required to commit to a minimum period of 12 months in respect of each service (e.g. a phone package, a cable television package or blueyonder broadband Internet but excluding blueyonder Pay Per View and blueyonder Surf Unlimited which have a minimum period of 30 days). An initial payment of £50 is payable in advance, by credit or debit card only, which will appear as a credit on your first bill. All pricing and other information is correct as of 1st October 2003.

All prices include VAT. One-off connection charges apply as specified. Monthly service charges are quoted for payment by Direct Debit. Payment for services by any method other than Direct Debit will incur a monthly administration charge of £2.

27. These terms and conditions are in addition to and form part of the standard Telewest Broadband contract for residential television, telephone and Internet customers.

28. All offers, channel line-ups and services are subject to status and availability and may vary from those stated in this brochure. Further terms and conditions may apply.

29. To maintain high standards, calls to sales and services are randomly recorded.

30. Until further notice, whilst you subscribe to Telewest television services, you will be provided with a set top box included in the price of your television service. Ownership of the set top box remains with Telewest, and it may be reclaimed if you cease to be a Telewest television customer.

Telewest Broadband customers requiring additional services please call free on:

0800 953 9000 (customer services)

To find out more visit our website

www.telewest.co.uk

Your guide to **Broadband Television**

Digital TV, TV on demand, Interactive services, email



Live Broad

Complete the following details

You will find this very useful, so keep it to hand when using your Broadband system.

PIN number

Customer account number

Smart card serial number

(you can find this on the underside of your smart card. This card is in your Broadband set top box).

email master password

email addresses

1

2

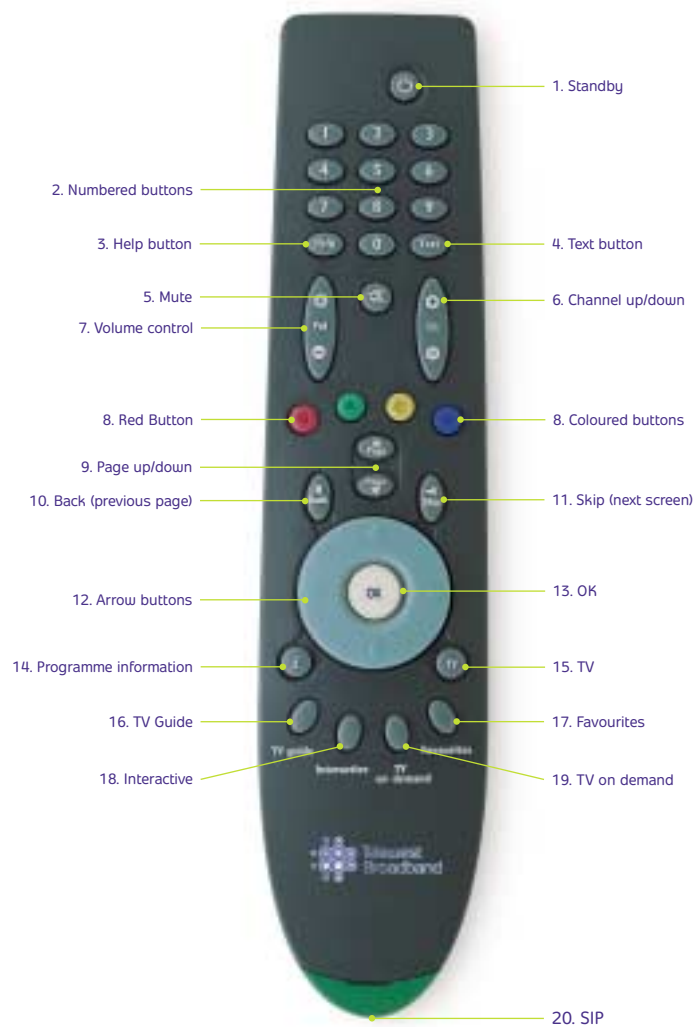
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Remote control



Remote control key

1. **Standby** - turns the set top box on or switches on to standby.
2. **Number buttons** - to select television channels and all types of number entry.
3. **Help button** - calls up additional help on screen for whatever feature you are on.
4. **Text button** - service unavailable through the Telewest remote control at present.
5. **Mute** - removes the sound.
6. **Channel up/down** - tune to another channel.
7. **Volume control** - changes the volume level.
8. **Red Button** - allows you to interact with certain programmes.
Coloured buttons - relates to the on-screen navigation bar and prompts.
9. **Page up/down** - allows movement through pages.
10. **Back** - goes back to the previous screen.
11. **Skip** - goes forward to the next screen.
12. **Arrow buttons** - moves the yellow highlight box.
13. **OK** - press OK to select the highlighted choice.
14. **Programme information** - shows further information on the programme selected.
15. **TV** - returns to TV mode and brings up Mini Guide.
16. **TV Guide** - brings up the TV Guide.
17. **Favourites** - brings up the selected list of favourite channels.
18. **Interactive** - brings up the Interactive main menu.
19. **TV on demand** - moves to the TV on demand menu.
20. **SIP** - identifies the colour of the remote control for multi-player gaming.

Someday, all television will be like this

Long gone are the days when the choice of channels was just 4 (5 if you're lucky). There's now a whole new world to discover from the comfort of your armchair. This guide is designed to help you learn more about Broadband TV and the special features available to you. For detailed instructions on how to use the service to its full potential, simply turn to the relevant sections, listed on the contents page.

Make the most of your Broadband TV

With Broadband TV, there's all the existing TV channels you've come to know and love, like MTV, Sky One and UK Gold, plus there's a whole range of channels covering everything from comedy, sport and history to science fiction.

There's so much more you can do with Broadband than just watching TV. There's Interactive games, live events, email, TV shopping and banking and Hollywood blockbusters when you want them.

We're here to help you get the most from your TV

Everything you need to know about your new Broadband TV service is in this easy to follow booklet.

TV on demand

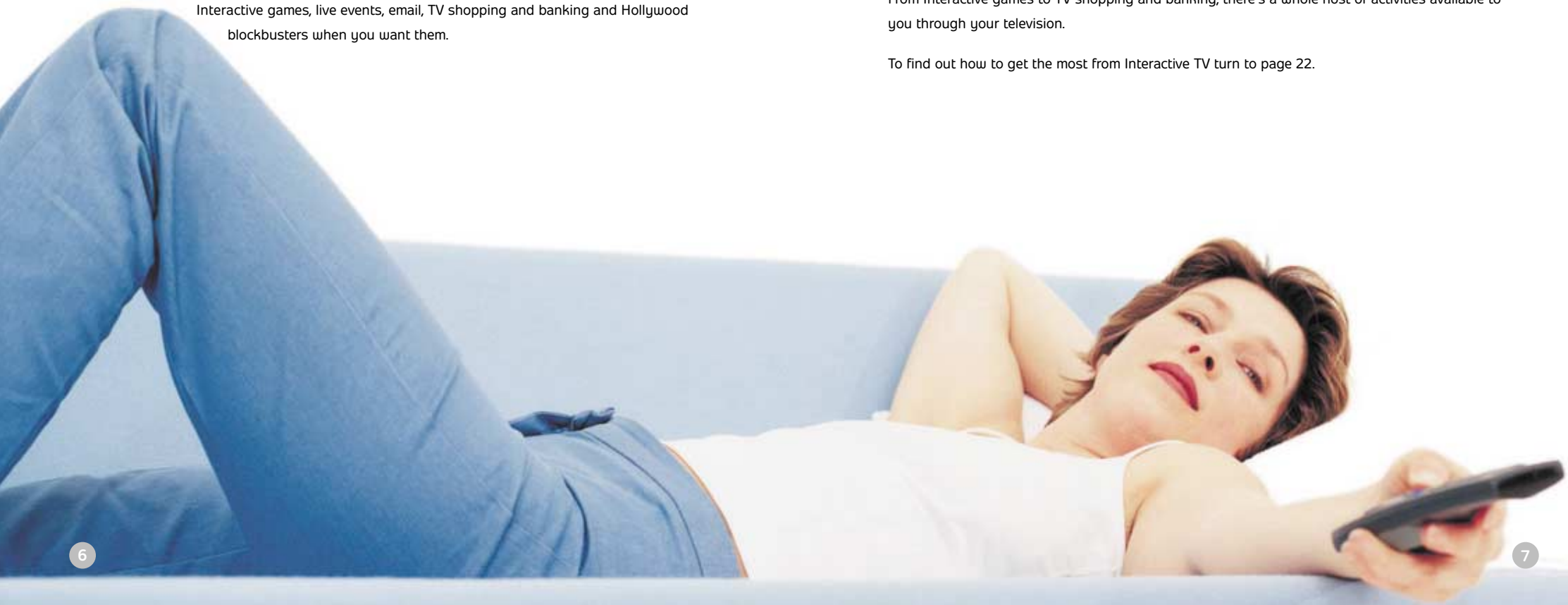
It can be really annoying when you miss the beginning of a film, or the big fight you've been looking forward to.

Well, with TV on demand from Telewest, you can simply book the film to start when it's convenient for you, as well as having access to some great sporting events and adult programmes. To find out how to purchase an event with TV on demand, turn to pages 18 and 19.

Interactive TV

From Interactive games to TV shopping and banking, there's a whole host of activities available to you through your television.

To find out how to get the most from Interactive TV turn to page 22.





TV email

You can send TV emails the same way you would through your computer, but it's completely FREE. There is no access charge and no phone charges. You can send and receive emails from anywhere in the world, and you get three free email addresses per household.

To find out how to get started with TV email, turn to page 24, and while you're at it, check out the Infra-red keyboard on page 27. It'll make typing a lot easier!



Getting Started

For information on the remote control turn to the front of this booklet, and for the Infra-red keyboard, turn to the back.

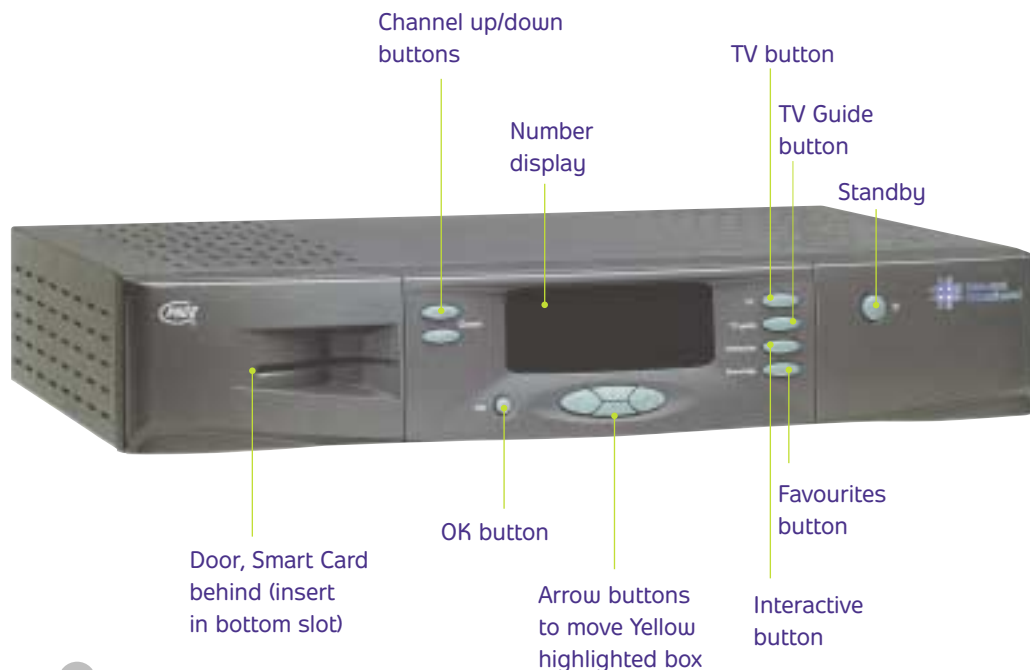
It is also advisable to be familiar with your PIN number at this stage, as reference will be made to it throughout the booklet. For more information about your PIN see page 21.

Your set top box

To start making the most of your new Broadband technology, switch your TV to the channel tuned to Broadband. This is usually both channel 6 and the AV(Audio Visual) channel.

Make sure that the Smart Card is in the bottom slot on the left-hand side of the set top box.

When your set top box isn't displaying any numbers but has one green light on, it's in standby mode. To switch on, press the Standby button on your remote control - your set top box will display 2 lights and some numbers, when switched on.



Volume control

You can use the volume control on your Telewest remote control to change the volume while watching via your Broadband set top box, and an on screen graphic will appear to show volume setting changes.

To control your volume via the Telewest remote, please ensure that the normal TV volume (set using your TV's remote control) is left at a mid-level setting.

Please note that if you lower the volume using the Telewest remote **while recording** from Broadband TV channels, the volume change and also the volume control graphic will be mirrored on the recording during playback.

Video recording Broadband TV programmes

Switch the Broadband set top box to the Broadband channel on which the programme is showing. Turn your video recorder onto the channel it uses for recording cable TV. The Broadband technician who sets up the system will tell you which channel this is; it's usually channel 6. Start recording as soon as you've completed all the necessary procedures.

Broadband TV must remain on the channel you are recording from – if you change the Broadband TV channel during recording this will be mirrored on the recording. If you have a normal external TV aerial connected to your TV, you can view terrestrial channels (BBC1, BBC2, ITV, Channel 4 and Channel 5) directly through the TV while recording a different channel through your Broadband set top box. Alternatively, if you have connected the external TV aerial to your VCR, you can also record from the terrestrial channels while watching Broadband TV.

N.B. Some TV on demand events and Broadband TV channels are copy-protected to prevent viewers from recording them.

iZones

Telewest Broadband has information channels which are designed to help you get the most out of your new TV service. These channels are called Information Zones and can be found on channels 890 - 895. These channels contain some really useful information about your TV service, billing, pricing and trouble shooting. Why not spend a few minutes looking through them.

Features

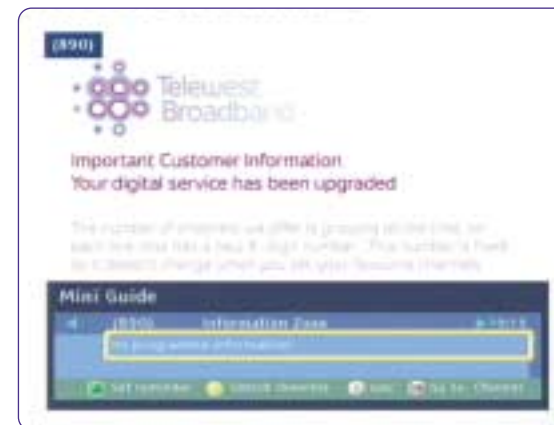
Mini Guide

The Mini Guide lets you find out what's coming up next on the channel you're watching as well as other channels. You can see what's on without moving away from the programme you're watching.

Each time you change channel, the Mini Guide will appear at the bottom of the screen for a few seconds. You can also bring the guide up at any time by pressing the TV and OK buttons.

If you want to know which programmes are being shown now or later in the day, use the Arrow buttons to browse channels and programmes, or enter the 3 digit number for a specific channel.

As you're browsing through programme listings for other channels, and see something you'd like to view, press OK and you'll be taken straight to that channel.



Tip - You can decide how long the Mini Guide stays on the screen. Simply select TV Guide, press the Yellow button to enter the Customise menu and then select Settings. Simply follow the on-screen instructions.

N.B. You can set reminders from the Mini Guide, for details see page 17.

Banner bar

The banner bar is the bar that appears at the top of the TV screen when you enter into the Interactive main menu, the TV Guide or TV on demand. The 4 coloured buttons are the way you navigate between the different broadcast and Interactive services and carry out key functions like: setting favourites and reminders.

- Red - Allows you to navigate between all Broadband services.
- Green - Allows you to look at the advertisement appearing at the top of the screen.
- Yellow - Allows you to customise your settings (doesn't include Interactive services yet.)
- Blue - Shows you the actions you can perform on this screen.



TV Guide

You can use the TV Guide to plan your viewing so that you can get the most out of your Broadband TV. Simply press the TV Guide button on your remote control.



What's on when

The TV Guide can be used to see what's on a particular channel or type of channel in advance. When the table appears on screen it displays information for the current day and time.

You can see what's on all the channels by scrolling up and down through the channels and left and right through the times.

Watching a selected programme

You can go straight from the TV Guide to the channel of your choice. Simply use the up and down Arrow buttons to highlight the programme you like and press OK.

Searching for specifics

You can use the TV Guide to view programmes on all channels, your favourite channels, or particular channel types, eg. sport or music. You can change the table so that it only shows your particular selection.

Use the Arrow keys to move the Yellow highlighter box onto View by, then press OK. You will see a list of options. Use the Arrow buttons to move to your preferred choice and then press OK. The table will then change to show only the channels of the specific category that you have selected.

Advanced Find

You can use the Find function to quickly search for specific channel types, programme subjects or listings on a single channel (like traditional newspaper listings). Simply use the Arrow keys to select Find, and press OK. When the Find screen appears, use the arrow keys to move around the form, and the OK button to show



options and make selections. When you have completed these simple steps press the Green button to start the search - a new table will appear showing only the listings that you have specified.

Information about programmes

To view more information about a particular programme move the highlighter box to that programme, press the **i** button on the remote control and an information screen will appear. This screen provides a brief synopsis, the duration of the programme and in when in the TV on demand section, the programme ratings. To scroll through the information, use the up and down Arrow buttons. To remove the screen press the **i** button.

On-screen Help

To view On-screen Help, either press the Help button on the remote control or select the Help option from the Red drop down menu. To scroll through the information, use the up and down Arrow buttons.

Favourites

Setting your Favourites

To display a list of your favourite channels, press the Favourite button on your remote control. If you haven't set any favourites, you are then given the option to press the Green Button to set some - this will display a list of all the channels you subscribe to.

Alternatively, when you are in the TV Guide, press the Yellow button for the Customise menu and select Set Favourites.



To select your favourite channels, scroll up and down the list using the Arrow buttons and press OK to make a choice. Your list of favourites will be placed in numerical order and will appear on the right hand side of the screen.

You can always press the Favourite button on your remote control to see your list of favourite channels. Move up and down the list using the Arrow buttons and then press OK to go straight to the channel you want to watch.

The Red Button

Some programmes allow you to interact with them as you watch them. You'll know if a programme is Interactive when a 'Press red' symbol appears in the corner of the screen. To interact with the programme once you see a 'Press red' symbol, simply press the Red Button on your Telewest remote control. A menu of options designed to fit in with the programme will appear. Different programmes will have different options, but each one offers at least one of the following:

- More background information
- Live statistics
- Choice of audio commentary
- Choice of picture
- Voting and playing games

Please note: at present the Red Button does not work with any of the Sky Channels.

For a demonstration of what the Red Button can do, please tune to channel 890 and press the Red Button on your Telewest remote control.

Red Button



Reminders

Setting reminders

You can set your TV to display a reminder a few minutes before the start time of the programme you want to watch. This makes watching your favourite programmes really easy.



Setting a reminder:

You can set a reminder for a future programme by using either the Mini Guide or the TV Guide. When in the Mini Guide simply highlight the programme you want to set a reminder for and press the Green button, or if you are in TV Guide, press the Blue button. A message will appear to inform you that a reminder is successfully set or if there is a clash or an overlap with another reminder.

Reminder screen:

If you've set a reminder, a pop-up screen will appear a few minutes before your selected programme starts. If you want to cancel the pop-up reminder, press the Red button. If you'd like to be taken to your chosen channel immediately, press the OK button. If you do nothing, the reminder will automatically change to the new channel for you at the start of the programme.

Checking reminders:

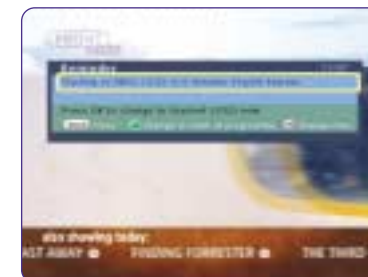
Press the TV Guide button to call up the TV Guide screen. Then press the Yellow button to view the Customise menu, and select Show Reminders.

Cancelling a reminder:

Select Show Reminders from the Yellow Customise menu in the TV Guide. Use the up and down Arrow buttons to highlight the programme reminder you want to cancel and then press the Red Button to cancel your highlighted choice. This programme will now disappear from the list.

N.B. You can cancel a TV on demand reminder but your purchase of that programme will not be cancelled.

Tip - You can set how long before the programme starts that the reminder appears on the screen. Simply select TV Guide, press the Yellow button and then select Settings. Simply follow the on-screen instructions.



TV on demand

With the TV on demand service, you can watch what you want, when you want! You can view top movies, special events and adult programmes at times that suit you - all from the comfort of your home. You will be able to watch your selection on Channel 0.

N.B. Before you start make sure you have your PIN number to hand.



Finding out what's on

Press the TV on demand button to display the TV on demand table. You can browse through the listings, read programme information and book events from this table.

Choosing an event type

At the top of the TV on demand page you'll find the event type box. To select this, highlight the Type box and press OK to view the options. These include movies, special events and adult programmes. Press the up and down Arrow buttons to move through the list of event types and press OK to select the type of event you want.

If for example you choose movies, the TV on demand list will then display all the TV on demand movies available.

N.B. Adult titles are only broadcast after 10pm.

Purchasing a TV on demand event

Press the TV on demand button on your remote control and the TV on demand table will appear on the screen. Select the event of your choice, use the Arrow keys < and > to choose the time you want to watch it and press the i button to read more about your choice. To purchase a highlighted movie or event press the OK button. You might be asked to enter your Personal Identification Number (PIN), see page 21.

Checking your purchases

To see a list of the TV on demand purchases you've made, press the TV on demand button, then the Blue button and select View purchases. To move through the list, use the up and down Arrow buttons. When you've finished checking your purchases, press the Back button to go back to the main TV on demand list, or the TV button to go back to the channel you were viewing.

If purchases clash

If you've purchased TV on demand events which overlap, the Purchase box will tell you.

If you decide not to purchase the event, press the Red button and you'll return to the TV on demand table.

Confirming the purchase

While you are purchasing events, easy-to-follow messages will keep you informed. When you purchase a TV on demand event, a message will appear on screen confirming the purchase. If the event's already started, a message will tell you. You'll be asked if you want to go ahead with the purchase - if you do want to continue, enter your PIN and press the OK button, if you don't, press the Red button to cancel.



How to pay

You will be charged automatically as soon as you order any TV on demand event. Each TV on demand purchase will then be listed on your Telewest Broadband bill.

Parental control

If you want to have control over what your children watch and their access to the service, you can change your Parental control options – this will enable you to protect specific TV Channels and TV on demand events with your PIN number. You will need a PIN number to get into this feature. For more information on PIN settings, see page 21.

Locking and unlocking TV on demand events

Like films at the cinema, Telewest TV on demand movies and events are labelled with an age rating according to their content. You can lock your Broadband set top box to block access to movies and events of a chosen age rating and above. When you have done this, access to such movies and events is only available when the PIN is keyed in.



To set up Parental control for TV on demand, press the TV on demand or TV Guide button on your remote, then press the Yellow button to view the Customise menu. Go to Parental control, enter your PIN when prompted and press OK, then select the TV on demand option from the menu.

The pop-up screen will allow you options to limit viewing on different age ratings for events - follow the on-screen instructions.

Locking and unlocking TV channels

You can lock specific TV channels; if you do this, you'll have to key in your PIN to watch them. To lock TV channels, select Parental control from the yellow Customise menu in the TV Guide, enter your PIN and select Lock channels. When you call up the Lock TV channels menu you'll see a list of all the channels you subscribe to. Simply follow the on-screen instructions to lock whichever channels you want to.

Your PIN

You can change your PIN by accessing the Parental control option from the Yellow drop-down menu. Select the Change PIN option and follow the on-screen instructions.

Unlock your PIN

Your PIN will automatically lock if it's entered incorrectly 5 times in a row. To unlock your PIN, access the Unlock PIN option, from the Yellow drop-down menu and enter your PIN. By entering your PIN correctly, your PIN will be unlocked.



Interactive TV

Interactive TV provides access to Internet sites specially adapted for the TV without needing a home computer or tying up your home phone line. What's more, it's completely free so there won't be any dial-up charges when you use Interactive TV.



With Broadband Interactive you can shop, bank, play games and send emails from your TV. You can even check the weather forecast, news and sport as well as book holidays, place a bet and look up local services – all at the touch of a button!

Unlike a satellite system, your telephone line won't be tied up when you use the service. You can use the service as soon as you switch on your TV, as unlike a computer there isn't a lengthy start-up time. It couldn't be easier to use Interactive TV: to get started, press the Interactive button on your remote control and you'll be taken straight to the Interactive main menu. To move around the screen, use the remote control Arrow buttons. A Yellow box highlights where you are on the screen. Position the Yellow highlight box over a service or menu you're interested in and press OK to select it, you'll then be taken to that service or menu option. To enter text, for example to send email or make a purchase, there is an on-screen keyboard to aid you. To display the on-screen keyboard, move the yellow highlight box over a text-entry box and press OK. Alternatively, to make text entry more simple you can use your Infra-red keyboard instead of the remote control (see page 27 for more information on the Infra-red keyboard).

When you're using the Interactive TV service, you can still view the TV channel you were watching. The picture will always be visible in the top-right hand corner of the screen.

Games

You can be a winner with Telewest's Interactive games. Our fabulous world of games, puzzles and quizzes is the ideal way to share the Interactive TV experience. Compete with family, friends and competitors from all around the country to secure a place on the leaderboard and a chance to win great prizes.

Telewest Broadband brings you the best in Interactive TV games. It's the great tradition of the parlour game brought bang up-to-date for the Broadband age.

All the games are easy to understand, with some familiar games such as trivia quizzes and word puzzles and some that you've never seen before. Whichever game you choose, you'll find they are simple to get the hang of and have 'instant playability'.

If you want some in-house competitions there are even games with a multi-player option which allows up to 4 people in the same household to play against each other at the same time. To take advantage of this great feature you can order additional remote controls or Infra-red keyboards from Customer Services, by either dialling 150 from a Telewest phone or 0800 953 9000 from a standard phone.

Whether playing on your own for fun, or competing against players from all around the country for prizes, there's a game for everyone. You'll never be bored again!

N.B. A charge may be applicable to some games.



Entertainment and Sport

You can now get the latest entertainment news from TV channel sites on Interactive services. For the latest sports news, you can access the BBC and ITV as well as Teletext Interactive. To bet on sporting events and anything else you fancy a flutter on, simply go to Blue Square, Ladbrokes and William Hill. Visit the Horoscopes section to see your stars for the day, or make friends through your TV with the TV Chat services – all available in the Entertainment and Sport section of Interactive services.

Shopping, Banking & Information

You'll find a selection of shopping, banking and information services, all of which can be accessed from the comfort of your own home. Here's a taste of what you'll find in each menu.

Shopping

You can browse and buy products from big high street names. You'll never be stuck for CDs, books and gift ideas, with WHSmiths, Comet, QVC and Marks and Spencer, all at the touch of a button. You can even order pizza from Domino's Pizza.

Holidays and Travel

With Interactive TV there's no need for holiday brochures. With big names like Thomas Cook, Thomson, and Going Places, you can book flights and holidays as well as being able to take advantage of a host of other travel services.

Money and Property

With TV Banking from Lloyds TSB and Abbey National, you can check your bank statements and pay bills. You'll also find a range of savings, mortgages, loans, investments, and insurance information in the Money and Property section.

Motoring

With access to Autotrader, What Car? and Loot, you'll be able to get the best new and used car deals around.



News and Directories

Keep up-to-date with the latest news and weather from the BBC, ITN and Teletext Interactive. You can also check out local services, classifieds and directories in this section.

Advertising

You'll find there are 2 types of advert which take you straight to the product or service being advertised. To access information relating to an Advertising banner (which appears in the Banner bar at the top left of the screen) press the Green button on the remote control.

To access information from a Square menu advert (which appears on the left hand side of the menu pages) use your left Arrow key to select it with the yellow highlighter box, and press OK.

TV email

Stay in touch with family and friends without buying stamps, walking to the post office or even picking up the phone. Your messages will be delivered within seconds and won't cost a penny to send or receive.



Setting up TV email

To set up your TV email press the Interactive button on your remote control and select the TV email option. In the spaces provided input your account number (the smartcard number is already provided) then highlight 'Done' and press OK. You will now be asked to choose a 4 digit master password. Enter the password and then confirm it by typing it again. Once you have done this highlight 'Done' and press OK. If all the details match a congratulations message will appear, and the set top box is ready to accept user accounts. Press OK.

The User Settings screen will appear next. Select the Add New User menu and press OK. You will then be asked for your master password, enter this, highlight Done and press OK. You will now be asked to input your details (i.e. name).

You will also be asked to supply a different 4 digit user password for each account. Once you have done this, highlight Done and press OK. If this has been successful another congratulations message will appear including your new activemail address. You cannot change the domain name of your address, in this case **@activemail.co.uk**.

You will now be able to send and receive emails. **Once you have set up an account it cannot be deleted only amended.** To add further users repeat as above from entering the User Settings screen.

Please note: Anything with an asterisk next to it needs to be filled in for the account to be set up successfully.

Modifying a user

You can modify a user, to do this go enter TV email and select the Settings menu then Modify User Name. Enter your master password and select the user you wish to modify. Amend the details as required and select OK.

When you modify a user the address automatically changes with it.

Modify a user's password

You can also modify a user's password. To do this enter the Settings menu and select Reset user password. When prompted, enter your master password and press OK. Select the user whose password you wish to change. (The password will change to a default password of 9999) When this has been successful, you will be notified on screen. Select OK to return to the welcome screen and choose the user whose password you have just changed and enter the password 9999. When you have done this highlight Change and press OK. You will then be asked to provide a new password and to confirm it, select Done and press OK. Confirmation that this has been accepted will show on the screen.

Selecting a user

Highlight the user you wish to access and press OK. Enter your password for that user and highlight Done, press OK. You will now be presented with 5 options to choose from. To select any of these either press the corresponding number or use the arrows to highlight the option you require and press OK.

On this page you will also be told if you have any new emails.

Receiving emails

To check for received mail, select the Read Received Mail option. Use the arrow keys to highlight the desired message and press OK. When the message has been loaded, 5 options will appear on screen, these are:

Previous – read the previous email if there are more than one in memory.

Reply – return a message to the to the person who sent it to you.

Forward – send the message to another user.

Store – save the message for future use.

Delete – erase the message completely.

If you select delete, a screen will appear asking you to confirm, select yes or no. If yes is selected the email will be deleted and you will be taken back to the email list. If no is selected you will be taken back to the email.

To exit the "Read received mail" screen press the yellow button and select where you wish to go.

Sending an email

To send an email, select the "Write new mail" category. Type in the subject header the title of your email and then use the down arrow to highlight the text box. Type in your message. To send your message highlight send and press OK. (You can save your message as draft if you wish to continue at a later point). You will then be asked to type in the email address you wish to send to. Then highlight send and press OK. A message will appear on the screen to confirm that the mail has been sent.

If you wish to "Continue draft mail" select this option and the message will appear with a red cursor at the beginning, press OK on your digital box (not remote control) and the cursor will turn black. Use the arrow keys on the box and move down to the end of the mail and continue writing.

If you need to move to the next line press OK twice on the digital box, and the cursor will move to the beginning of the next line.

N.B. New customers must wait 24 hours from the time of connection before setting up TV email.

Infra-red keyboard

With a keyboard, emailing and TV shopping are easier and quicker than ever before. It makes it easier to enter text and select information. Infra-red means there are no wires so you can sit anywhere in the room and still be able to use the keyboard as long as it is pointing towards the set top box. You can even control your TV as it has all the functions of a remote control.

The standard cost of your Infra-red keyboard is just £29.99 including delivery and will be added to one of your next 2 Telewest bills depending on when the order is received.

To order, dial 150 from a Telewest phone or 0800 953 9000 from a standard phone.

The price of the Infra-red keyboard is correct at the time of going to press.

Trouble Shooting Guide

Problem My PIN won't work.	Possible Reason You are not entering the correct digits.	What to do next Check your PIN number.
	The PIN has been changed by a member of the family.	Check that a member of the family has not changed the PIN from the original number given before installation.
My list of Favourites has disappeared.		Telewest may have rebooted the system and your list has been lost. You may need to re-enter your Favourites again.
Nothing is happening.	Your set top box is not plugged into the mains.	Ensure that the mains lead is properly plugged in.
	Your set top box is in standby mode (there is only one Green light showing).	Press the standby button on your remote control or set top box.
	The power supply has been affected.	Check the fuse and the main power supply.
My remote control is not working.	The batteries are flat or there is something blocking the path between the remote control and your set top box.	Make sure that you are pointing your remote control directly at your set top box and that there is nothing blocking the path of the infra-red signal. A light should flash on your box every time you press a button on the remote control, if it does not flash, check the batteries in the remote control.
There is no picture.	Your set top box is switched off.	Make sure that your set top box is plugged in and switched on.
	You are not on the correct channel for your Broadband services.	Make sure that you are tuned to the correct channel to view Broadband TV, this is usually channel 6 or AV.
	The leads from your set top box to your TV have come loose.	Make sure that all leads are properly connected.

Problem The picture is rolling/slanting.	Possible Reason Your TV may not be fine tuned.	What to do next Check your TV manual on using or fine tuning and horizontal hold controls and try adjusting them.
There is no sound.	The Mute button may have been activated either on your TV remote control or your Telewest remote control.	If only one channel is affected, there may be a technical fault elsewhere, wait a few hours and then try again.
	Your SCART lead connection may have come loose.	Make sure your SCART lead is firmly connected.
The Telewest remote volume control doesn't work.	The last time your TV remote control was used, the main TV volume may have been turned right down, making the Telewest remote control in-effective.	Try using your TV remote control to reset the main TV volume to a mid-level setting.
On-screen interference.	Your TV or video recorder may not be correctly tuned.	Check that your TV and VCR are correctly tuned to your set top box. In some cases your set top box may need to be re-booted.
The set top box changes channels by itself.	Reminders may be set.	Check that you have not set any reminders previously that you may have forgotten about.
	Remote control buttons may be stuck.	Check that none of the buttons on your remote control are stuck.
The picture is freezing or breaking up into squares.		Check that all the leads are connected correctly.
The Broadband service has stopped working.		Unplug the set top box from the mains and check that all leads are plugged in and secure. Plug back in and switch on.

Questions & Answers

Question	Answer
What do I do if I've forgotten my PIN?	Call Customer Services on 150 from a Telewest phone or 0800 953 9000 from a standard line.
What do I do if I can't find my remote control?	The buttons on the front of the set top box perform most of the functions. Also you can call Customer Services to order a new remote control (a charge may apply).
What do I do if I can't find the channel that I have previously been watching?	The channel may only broadcast for part of the day, therefore check the TV Guide listings to see when the channel is available.
Do I still need a TV Licence?	Yes, everyone who has a TV must have a licence for it. Like normal TV's, you also receive BBC1 & 2, ITV and Channel 4 & 5.
Do I need an aerial?	You will need an aerial if you want to record programmes from your terrestrial service while watching Broadband.
Can I have Telewest Broadband in more than one room at home?	Yes, you can have a maximum of 3 Broadband set top boxes in your home, so you can have the choice of Broadband TV in your bedroom and kitchen as well as your living room if you wish. To find out further information and charges, call Customer Services.
Can I move Telewest Broadband from one room to another?	Yes, for a small call out charge we will send out a technician to move your set top box and cables. Alternatively, we can provide you with additional set top boxes.
What if I move house?	If your new address is in an area serviced by Telewest we can set up a transfer so you can take your service with you. Alternatively, call Customer Services to be disconnected.
There are gaps in the channel numbers.	This is correct. It allows us to insert new channels in the future.

Safety

Your Broadband set top box meets demanding International Safety Standards and as with any other piece of technical equipment, it must be treated with care. If at any time you're worried about its safety or functioning, please telephone Customer Services on 0800 953 9000 or 150 from a Telewest phone.

Warning:

Remember that contact with the mains electricity can deliver a severe and possibly lethal electrical shock. To avoid accidents, follow these simple precautions:

- Never remove the top off the set top box.
- Make sure that all electrical connections are secure.
- Connect all leads from the set top box to your TV, video and any other equipment before plugging the set top box into the mains.
- Unplug the set top box from the mains supply before you disconnect any other equipment from the rear panel.
- Never allow anything to be pushed into slots, or other openings in the case of the Broadband set top box (except the cards into the proper slots).
- Do not store the set top box in damp, cold, hot or dusty places.
- Do not cover the ventilation holes of the set top box.
- Do not put drinks, vases or anything that might spill near the set top box.

Your Broadband set top box and the mains supply

There is a label on the base or rear panel of the set top box. This tells you the correct mains supply for it. Never connect the set top box to a different supply.

The lead supplied with the set top box comes ready fitted with a plug and has a connector at the other end. Connect the set top box to the lead before inserting the plug into the mains socket.

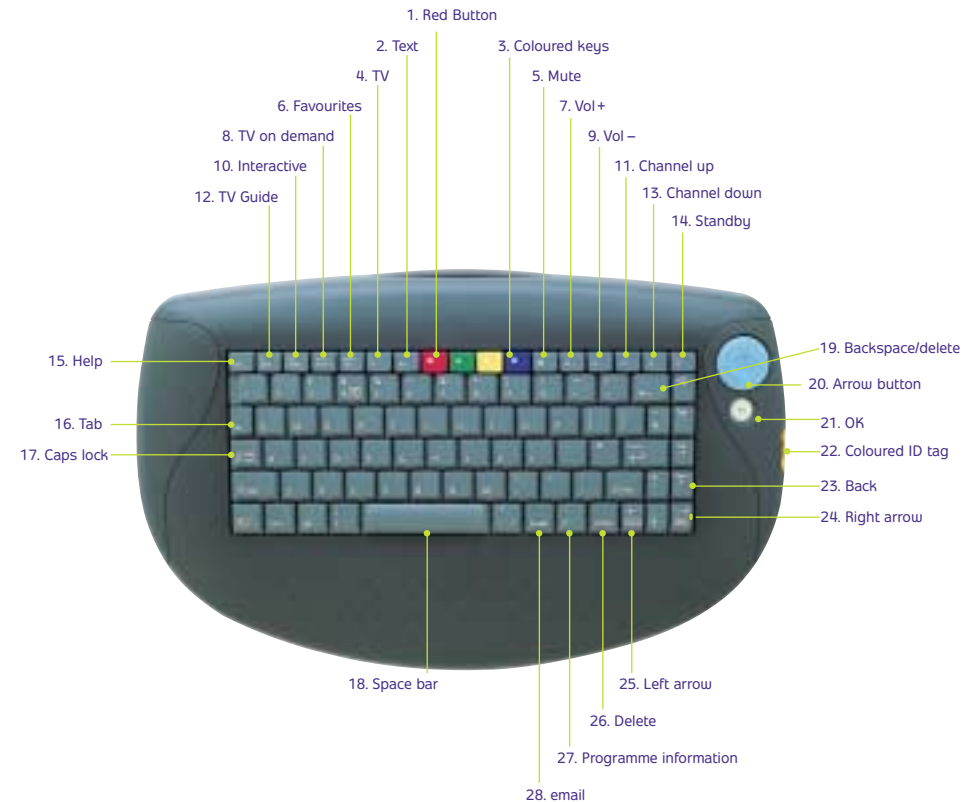
If you want to disconnect the set top box from the mains, it's important to unplug the lead from the mains before removing the connector from the set top box.

If you are in any doubt at any time about the mains lead, plug or its connection, consult a qualified electrician.

Keyboard key

1. **Red Button** - allows you to interact with certain channels.
2. **Text** - service unavailable at present.
3. **Red, green, yellow and blue keys** - relate to the on-screen navigation bar and prompts.
4. **TV** - returns to TV mode and brings up Mini Guide.
5. **Mute** - removes the sound.
6. **Favourites** - lists the favourites that you have chosen.
7. **Volume up** - increases the volume level.
8. **TV on demand** - moves to TV on demand page.
9. **Volume down** - decreases the volume level.
10. **Interactive** - moves to Interactive main menu.
11. **Channel up** - moves up the channels.
12. **TV Guide** - shows TV Guide menu.
13. **Channel down** - moves down the channels.
14. **Standby** - allows the set top box to be turned on/off using the keyboard.
15. **Help** - opens Help page.
16. **Tab** - skips onto next option.
17. **Caps lock** - changes letters from lower case to capitals and locks them until pressed again.
18. **Space bar** - adds spacing where the cursor is.
19. **Backspace** - deletes in a backwards direction where the cursor is.
20. **Arrow key** - moves Yellow highlight box in the direction pressed.
21. **OK** - selects the box that is highlighted.
22. **Coloured ID tag** - can be changed for multiple players for the games feature.
23. **Back** - moves cursor back.
24. **Right arrow** - moves cursor right.
25. **Left arrow** - moves cursor left.
26. **Delete** - deletes the text where cursor is.
27. **i** - shows information on the programme that is listed.
28. **email** - service unavailable at present.

Infra-red keyboard



Fill in the following details

You will find this very useful when using Broadband Digital TV.

PIN
(Pay Per View movies or events)

Customer account number

Smart Card serial number
(You can find this on the back of your Smart Card. This card is in your set top box)

Email master password

Email master PIN

Email address 1

PIN

Email address 2

PIN

Email address 3

PIN

Customer Services 0845 142 0000
or dial 150 for free from your Telewest phone line.
www.telewest.co.uk



TW0030a V2 10/03





Your guide to Broadband Digital TV

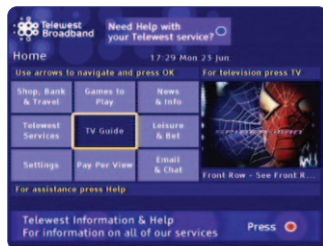



We're here to help you get the most from your TV

There's a whole new world to discover from the comfort of your armchair and we have designed this guide to help you learn more about all our Broadband Digital TV services.

The Home Screen

This is the screen that you will see when you press  on your remote control. From here you can access our TV Guide, movies, email, games, shopping, banking and other services. Use the arrow buttons to move the highlight box to the service you want and press .



Your customer updates are highlighted at the bottom of this screen. Press the  button to take you to the Customer Information Service.

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Remote control	4-5
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Set-up

Your set top box



To start making the most of Broadband Digital TV follow the instructions below.

You can use your remote control or set top box to work Broadband Digital TV.

- 1 Switch your TV to the channel tuned to Telewest Broadband. (Normally this is an AV channel or channel 6).
- 2 Make sure that your Smart Card is inserted into the bottom slot of the set top box.
- 3 Press  on your remote control or set top box to switch on Broadband Digital TV.
If there are no numbers showing on the set top box, it is in standby mode.
- 4 Use the number buttons or channel up and down buttons to choose a channel.

Your Personal Identification Number (PIN)


To change your PIN:

- Press  to go to the Home Screen
- Choose **Settings**
- Choose the **Change PIN** option; enter your PIN; and follow the on-screen instructions
- Press the  button for further assistance

Unlock your PIN:

Your PIN will automatically lock if you enter it incorrectly 3 times in a row.

To unlock your PIN:

- Press  to go to the Home Screen
- Choose **Settings**
- Choose **Unlock PIN**
- Enter your PIN
- By entering your PIN correctly, your PIN will be unlocked

If when trying to unlock your PIN you enter your PIN incorrectly 3 times in a row you will need to contact Customer Services.

If you forget your PIN please refer to page 28 'Questions and answers'.

Volume control

Volume control


To set up the volume control on your Telewest remote control, to be able to change the TV volume, please follow the instructions below.

- 1 Using the table below find your make of TV and the code which matches it.
- 2 Press and hold down **Volume +** and **mute** on your remote control at the same time for at least three seconds, until the green light in the top right-hand corner of your remote control flashes twice.
- 3 Release the buttons and enter the first four digit code from the table below. (You must do this within ten seconds).
- 4 As you enter the first three digits the green light on your remote control will give a short blink.
- 5 As you enter the fourth digit, the green light will flash twice to confirm that the volume is set.

If setting the volume is not successful, please repeat the above steps with the second or third codes from the table below.

TV brand	Code	TV brand	Code
Akai	0236, 0544, 0630	Matsui	0263, 0205, 0037
Alba	0037, 0065, 0246	Mitsubishi	0136, 0582, 0064
Amstrad	0205, 0440, 0065	NEI	0065, 0365, 0459
Bush	0246, 0263, 0377	Nokia	0508, 0501, 0576
Decca	0064, 0100, 0544	Panasonic	0678, 0254, 0278
Ferguson	0101, 0363, 0221	Philips	0584, 0065, 0040
Fidelity	0244, 0221, 0460	Saisho	0039, 0205, 0263
Finlandia	0374, 0387, 0236	Samsung	0065, 0584, 0037
Goodmans	0065, 0064, 0100	Sanyo	0236, 0073, 0100
Granada	0379, 0387, 0391	Sharp	0121, 0064, 0065
Grundig	0563, 0582, 0515	Sony	0533, 0038, 0039
Hinari	0037, 0064, 0065	Tatung	0065, 0100, 0544
Hitachi	0253, 0384, 0377	Thomson	0363, 0653, 0137
JVC	0681, 0081, 0122	Toshiba	0536, 0063, 0271

If we have not listed your make of TV in the table above,

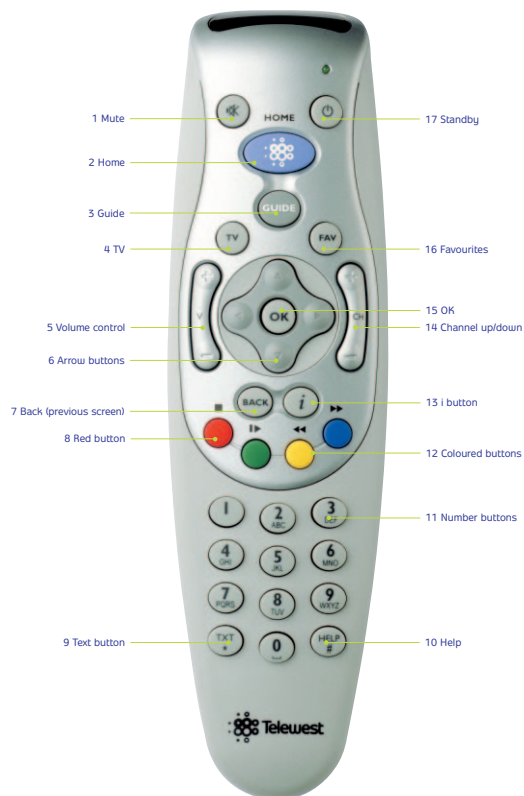
- Press  to go to the Home Screen
- Choose **Telewest Services**
- Choose **Technical Assistance**
- Choose **TV Control Codes**
- A full list of TV brand codes will appear

If the volume control is still not working after trying all the codes for your TV model, or your TV model is not listed, then your TV is not compatible with our remote control and you will need to use your TV remote to control the volume as normal.

You can also use your TV remote control to adjust the volume in the normal way.

Equipment

Remote control




Equipment

Key to your remote control




- 1 Mute – turns the sound off
- 2 Home – allows you to gain access to all your Telewest Services
- 3 Guide – brings up the Mini Guide while you are watching TV
- 4 TV – returns you to the last viewed TV channel and brings up the Mini Guide
- 5 Volume up or down – changes your TV volume up and down (once set)
- 6 Arrow buttons – moves the yellow highlight box
- 7 Back – goes back to the previous channel or menu
- 8 Red button – allows you to interact with certain programmes
- 9 Text – service is currently unavailable
- 10 Help – calls up extra help for whatever screen you are on
- 11 Number buttons – allows you to enter numbers on screen
- 12 Coloured buttons – used for on-screen navigation
- 13 i button – gives you information about the programme/Pay Per View you have chosen
- 14 Channel up or down – changes the channel up or down
- 15 OK – chooses the highlighted choice
- 16 Favourites – tunes to your favourite channels (once set)
- 17 Standby – turns the set top box on or switches to standby

Information and help

Telewest Information and Help

The information screens are designed to help you get the most out of your TV service. These screens can be accessed through the Home screen or channel 890 by pressing the  button on your remote control.






-  Home button – Press the Home button anytime, from anywhere in the services and it will take you to the Home screen.
-  Back button – Press the Back button to return you to the previous menu.
-  Help button – Press the Help button for additional help at anytime.

Mini Guide

Mini Guide

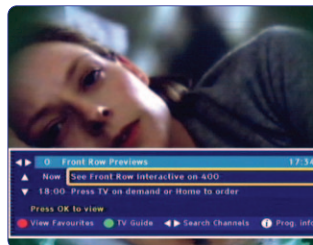
The Mini Guide lets you find out what's on now and what's coming up next without moving away from the programme you're watching. You can view information on your favourite channels or the full channel listings.

The Mini Guide will appear at the bottom of the screen for a few seconds each time you change channel. You can also call up the Mini Guide at any time by pressing the  or  buttons on your remote control.


- Use the up and down **Arrow buttons** to browse through the programmes and the left and right arrows to browse through the channels
- If you see something you'd like to watch, press  and you will be taken straight to that channel, or if you see something you want to watch in the future, set a reminder





Alternatively you can enter the three digit number for a specific channel.



Tip 1

- You can decide how long the Mini Guide stays on the screen
- Press the  on your remote control to go to the Home screen
- Choose **Settings**
- Choose **Display**
- Follow the on-screen instructions

Tip 2

To remove the Mini Guide at anytime, press the  or  button on your remote control.


You can set reminders from the Mini Guide, for details see page 12.

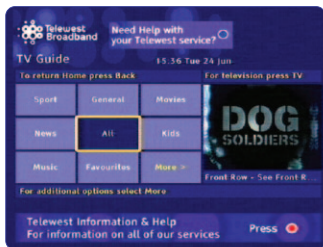
TV Guide

TV Guide


You can plan your days viewing with the on-screen TV Guide.

To access the TV Guide:

- Press the  to go to the Home screen
- Choose **TV Guide**
- Choose either a particular category (select **More** for more categories) i.e. movies, **All** channels



Watching a certain programme






- You can go straight from the TV Guide to a programme that is currently showing
- Use the up and down **Arrow buttons** to highlight the programme you want to watch
- Press 




TV Guide

Information about programmes

You can see more information about a particular programme.

- Choose the programme that you require more information on
- Press  on your remote control
- An information screen will appear. This screen provides a brief summary of the programme, how long it is on for and also programme ratings
- Use the  and  buttons to move through the information
- To remove the screen either, press  again or the  button

You can access programme information from the Mini Guide, just press  when you highlight a programme that you require more information on.

Favourites

Favourite Channels

Setting your favourite channels

Option 1

- Press **END** on your remote control
- You will be asked to **Set favourites**
- A list of all the channels you subscribe to will be displayed

Option 2 – via the Mini Guide

- Press the **TV** button
- You will be asked to **Set favourites**
- A list of all the channels you subscribe to will be displayed

Option 3 – via the Home screen

- Press the **Settings** button to go to the Home screen
- Choose **Settings**
- Choose **Favourites**
- A list of all the channels you subscribe to will be displayed



To choose your favourite channels

- Use the **Arrow buttons** to move up and down the list of channels
- Press **OK** to make a choice
- Your list of favourites will be placed in order by channel number and will appear on the right-hand side of the screen



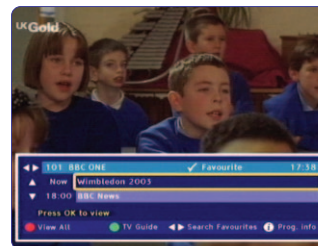
Favourites

To remove a favourite channel

- Press the **Settings** button to go to the Home screen
- Choose **Settings**
- Choose **Favourites**
- Select the channel that you want to remove from the right-hand list
- Press **OK**

To view your favourite channels

- Press **TV**
- Press **TV** to bring up your Favourites Mini Guide (indicated by ✓)
- Use the left and right **Arrow buttons** to scroll through your Favourite channels
- Press **OK** to tune to your favourite channels



To tune to your favourite channels

- Press **END** to bring up your Favourites Mini Guide (indicated by ✓)
- Press **END** again to tune to your next favourite channel

Programme Reminders

Programme Reminders

Setting Reminders

You can set a Reminder up until a few minutes before the start time of the programme/Pay Per View you want to watch by using either the Mini Guide or the TV Guide.



Option 1 – Mini Guide

- Highlight the programme in the future you want to set a Reminder for
- Press **OK**
- Choose **Done**, **Change Channel at start** or **Cancel**
- A message will appear to let you know that a Reminder is set successfully or if there is an overlap with another Reminder
- Press **OK**

Option 2 – TV Guide

- Press **Home** to go to the Home screen
- Choose **TV Guide**
- Choose the category you want to look in
- Highlight the programme in the future you want to set a Reminder for
- Press **OK**
- Choose **Done**, **Change Channel at start** or **Cancel**
- A message will appear to let you know that a Reminder is set successfully or if there is an overlap with another Reminder
- Press **OK**

Tip

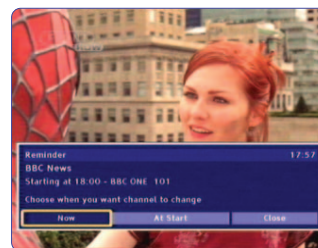
To scroll through the TV listings quickly use the **Left** and **Right** buttons.

Programme Reminders

Reminder screen

If you did not choose **Change Channel at start** when you set the Reminder, a pop-up screen will appear a few minutes before the programme starts to remind you.

- Choose **Now** to be taken to your chosen programme immediately
- Choose **At Start** to be taken to your chosen channel at the start of the programme you have chosen
- Choose **Close** to close this screen
- If you do nothing, the Reminder will automatically change to the new channel at the start of the programme





Checking Reminders

- Press **Home** to go to the Home screen
- Choose **Settings**
- Choose **Your Reminders**
- A list of your Reminders will be displayed



Programme Reminders

Cancelling a Reminder



- Press  to go to the Home screen
- Choose **Settings**
- Choose **Your Reminders**
- A list of your Reminders will be displayed
- Use the up and down Arrow buttons to highlight the Programme Reminder you want to cancel
- Press  to delete the Reminder
- Choose **Delete Reminder**
- This programme will now disappear from the list



(You can cancel a Pay Per View Reminder, but you will still have to pay for the programme).

Tip

You can choose how long the Reminder stays on the screen before the programme starts.

- Press  to go to the Home screen
- Choose **Settings**
- Choose **Display**
- Use the down arrow to choose **Reminder before programme starts**
- Choose the time
- Press the  button once done

Red button

The Red Button

Some programmes allow you to interact with them as you watch them. With some channels a press red symbol or event logo appears in the corner of the screen.


To interact with the programme, press the  button when you see a **Press red prompt**.

A menu of options designed to fit in with the programme will appear. Different programmes will have different options, but each one offers at least one of the following.

- More background information
- Live statistics
- Choice of audio commentary
- Choice of picture
- Voting and playing games

At the moment the red button does not work with all of our channels.

Tip

To remove the red button prompt from your screen at anytime, press the  button on your remote control.





Pay Per View

Pay Per View

With our Pay Per View service you can watch what you want, when you want! You can watch top movies, special events and adult programmes at regular intervals.





To watch your Pay Per View purchase you will need to go to channel 0. (Before you start make sure you have your Telewest PIN to hand).

Finding out what's on

- Press  to go to the Home screen
- Choose **Pay Per View**
- Choose the type of Pay Per View you want i.e. Movies, Adult or Special events
- A list of that category will appear. From this list you can browse through the listings, read programme information (Press ) and book any Pay Per View
- Use the up and down **Arrow buttons** to move through the list
- Use the left and right **Arrow buttons** to change the times



Purchasing a Pay Per View


- Press  to go to the Home screen
- Choose **Pay Per View**
- The Pay Per View menu will appear on the screen
- Choose the category you require from the menu
- Choose the Pay Per View listing of your choice
- Use the left and right **Arrow buttons** to choose the time you want to watch
- Press  if you want to read more about your choice
- To buy the Pay Per View, press the  button
- You might be asked to enter your PIN
- Press  to confirm your purchase

Pay Per View





Confirming what you have purchased

When you buy a Pay Per View, a message will appear on-screen confirming that you have bought it.

- If the Pay Per View has already started, a message will tell you
- You'll be asked if you want to confirm or cancel the purchase
- Press 

Checking what you have purchased

- Press  to go to the Home screen
- Choose **Pay Per View**
- Choose **Your Bookings**
- A list of the Your Bookings will appear
- To move through the list, use the up and down **Arrow buttons**
- When you've finished checking your purchases, press  to go back to the Pay Per View menu

Tip

To watch your Pay Per View make sure you are tuned to Channel 0.

How to pay

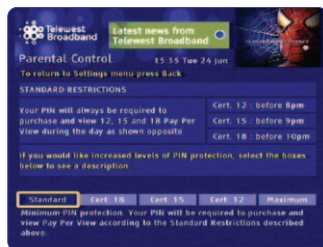
You will be charged automatically as soon as you confirm purchase of any Pay Per View. Each purchase will then be listed on your bill.

Parental Control



Parental Control

You can have control over what your children watch and use. Our Front Row movies and Pay Per View events have age ratings according to their content.



You can use your PIN to set the level of PIN protection for specific channels and Pay Per View.



To set up Parental Control



- Press  to go to the Home screen
- Choose **Settings**
- Choose **Parental Control**
- Enter your PIN when prompted
- The Parental Control screen will show the default settings
- To change the Parental Control settings follow the on-screen instructions
- Press  for on-screen assistance

To set up Parental Control – Pay Per View screen

- Press  to go to the Home screen
- Choose **Pay Per View**
- Choose **Parental Control**
- Enter your PIN when prompted; and follow the on-screen instructions
- Press  for on-screen assistance

Parental Control

Locking and unlocking TV channels

- Press  to go to the Home screen
- Choose **Settings**
- Choose **Locked Channels**
- Enter your PIN
- Press  to add the selected channel to the list of locked channels
- The Lock TV channels screen will display a list of all the channels you subscribe to. Simply follow the on-screen instructions to lock whichever channels you choose

To watch a locked channel you will need to enter your PIN.

The standard PIN settings are as follows:

- U and PG movies and events: no PIN required at any time
- 12 movies and events: PIN required before 8pm
- 15 movies and events: PIN required before 9pm
- 18 movies and events: PIN required before 10pm
- Adult movies and events: PIN always required

Recording programmes

Recording Broadband Digital TV programmes on video

- Switch your set top box to the channel you want to record
- Turn your video to the channel you use for recording Broadband Digital TV - usually an AV channel or channel 6
- Start recording

(You must stay on the Broadband Digital TV channel you are recording. You cannot watch one Digital TV channel while recording another).

If you have an outside TV aerial connected, you can watch the terrestrial channels (BBC1, BBC2, ITV 1, Channel 4 and Five) directly through your TV while recording a Broadband Digital TV channel. Or, if you have connected your aerial to your VCR, you can record the terrestrial channels while watching Broadband Digital TV.



(Pay Per View events and some Broadband Digital TV channels are protected by copyright technology to prevent you from recording them).

Additional services

Additional Services Via the Home Screen

From the Home Screen you can access a range of other services which include Shopping, Banking and Travel, News and Information, Games and Email.


To gain access to these services

- Press the  button to go to the Home screen
- Choose the category you are interested in and press 



Games to play

You can be a winner with our interactive games. To access our games

- Press  to go to the Home screen
- Choose **Games to play**
- Choose a category of game

Shop, Bank & Travel

You can buy from a range of shops, use electronic banking and other financial services, as well as book holidays and flights.

News & Info

Find out the latest news, sports, local and national information, directories, classified ads and jobs.

Leisure & Bet

This is where you can carry out a whole range of leisure activities such as betting, dating, purchase theatre tickets and even check your horoscopes.

A fabulous world of games, puzzles and quizzes

- Compete with family and friends
- Get a place on the leaderboard with competitors from all around the country
- Win great prizes



Additional services

In-house competition

- Games with an option for more than one player allow up to four people in the same household to play against each other at the same time.
- Order extra remote controls or Infra-red keyboards from Customer Services.


To set up your remote control for gaming

The colour is set up as green. You can change the colour as follows.

- Press and hold the  button and the  button on your remote control at the same time
- The green light in the top right-hand corner of your remote control will light up after three seconds
- Release the buttons and press the **coloured** button you want (within ten seconds)
- The light will flash twice to acknowledge you have set this up

To enter text

Using the on-screen keyboard

- To access the on-screen keyboard, place the yellow highlight box over a text-entry box
- Press 







Using the infra-red keyboard

Or, to make text entry simpler, why not use an Infra-red keyboard instead of the remote control (to purchase a keyboard, call Customer Services).






Email

Email

- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- In the space provided enter the first 9 digits of your account number
- Choose **Done** and press 
- You will be asked to choose a four digit master password. Enter this in the space provided
- Confirm your master password by typing it again
- Choose **Done** and press 
- If all the details match, a confirmation message will appear. Press 







Setting up an account

- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- Choose **Add New User** and follow the on-screen instructions
- Press the  button for on-screen assistance
- Supply a four digit user password for all accounts
- Choose **Done** and press 
- If this has been successful, another confirmation message appears including your new email address




You will now be able to send and receive emails. To add further users (maximum 3) repeat the steps shown above.

Email


Choosing a User

- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- Choose the user you want to access
- Press 
- Enter the password for that user
- Choose **Done**
- Press 
- Five options will appear
- To choose an option, either press the corresponding number or highlight the option and press 
- You will also be able to see if you have received any new emails on this screen

Sending an Email

- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- Choose **User**
- Enter Password
- Choose **Write Email**
- Press  to bring up the on-screen keyboard
- Type in the email address of the person you are sending an email to
- Type in the subject title
- Type your message (you can save it as a draft)
- To send it straightaway – highlight **Send**
- Press 
- A message will appear on-screen to tell you that the mail has been sent successfully





Read received emails

- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- Choose **User**
- Enter Password
- Choose **Received**
- Highlight the mail you want to read and press **OK**
- Five options will appear on-screen:
 - Received** – read the received list if there is more than one
 - Reply** – return a message to the person who sent it to you
 - Forward** – send the message to another user
 - Store** – save the message for future use
 - Delete** – erase the message completely

Email







If you choose the Delete option, a screen will ask you to confirm if this is what you want to do. It is not possible to send or receive email attachments.

Modify User Name


- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- Choose **Settings**
- Choose **Modify user name**
- Enter your master password when asked
- Press 
- Choose the user you want to modify
- Press 
- Change the details as necessary and press 

When you modify a user, the address automatically changes with it. Emails sent to previous addresses will not be received.

Change a User's Password

- Press  to go to the Home screen
- Choose **Email & Chat**
- Choose **Email**
- Choose **Settings**
- Choose **Reset user password**
- Press 
- Enter your master password when asked
- Press 
- Choose the user whose password you want to change. (The password will change to a default password of 9999)
- When this has been successful, a message will appear on-screen
- Press  to return to the Settings screen
- Choose **Change User password**
- Choose the user whose password you have just changed and enter the password 9999
- Choose **Done**
- Press 
- Enter a new password
- Confirm your password
- Choose **Done** and press 
- You will see confirmation that this has been accepted on-screen

Trouble shooting

Problem	Possible reason	What to do next
My PIN won't work.	You are not entering the correct numbers. A member of your family has changed the PIN.	Check your PIN. Check that a member of your family has not changed the PIN from the original number given before installation.
Nothing is happening.	Your set top box is not plugged into the mains. Your set top box is in standby mode (there is only one green light showing).	Make sure that the mains lead is properly plugged in. Press  on your remote control or set top box.
My remote control is not working.	The batteries are flat There is something blocking the path between the remote control and your set top box.	A light should flash on your box every time you press a button on the remote control. If it does not flash, replace the batteries (3xAAA) in the remote control. Make sure that you are pointing your remote control directly at your set top box and that there is nothing blocking the path of the infra-red signal.
When I press buttons on my remote control, my set top box does not do what I expect it to.	The remote control batteries are flat.	Replace the batteries (3xAAA) in the remote control.
There is no picture.	Your set top box is switched off. Your Scart leads are loose. You are not on the correct channel for your services.	Make sure that your set top box is plugged in and switched on. Make sure the Scart leads are secure. Make sure that you are tuned to the correct channel to watch Digital TV, this is usually an AV channel or channel 6.
The picture is rolling or slanting.	Your TV may not be fine tuned.	Check your TV manual for fine tuning and horizontal hold controls and try changing them.

Trouble shooting

Problem	Possible Reason	What to do next
There is no sound.	The mute button may have been pressed either on your TV remote control or your Broadband remote control Your set top box output volume is low There is a technical fault Your Scart leads are loose	Press the mute button on your remote control Go to Home, Settings, Display and check the volume is set to at least 7 If only one channel is affected, there may be a technical fault elsewhere. Wait a few hours and then try again Make sure the Scart leads are secure.
The Telewest remote doesn't work.	The remote control has not been set up correctly. Your TV model is not compatible with our remote control.	Try setting up your volume again. Use your TV remote to change the volume.
On-screen interference.	Your TV or video recorder may not be tuned in correctly.	Check that your TV and VCR are correctly tuned to your set top box. In some cases your set top box may need to be re-booted.
The set top box changes channels by itself.	Reminders may be set. The remote control buttons may be stuck.	Check that you have not set any reminders previously that you may have forgotten about. Check that none of the buttons on your remote control are stuck.
The picture is freezing or breaking up into squares.		Check that all the leads are connected correctly.
The service has stopped working.		Unplug the set top box from the mains and check that all leads are plugged in and secure. Plug them back in and switch on.
Picture appears blue, green or red	Your Scart leads are loose.	Make sure your Scart leads are secure.
You can't get channels 1-5 on your TV or VCR		Check that you have an external aerial fitted to your TV or VCR

Questions and answers

Question	Answer
What do I do if I've forgotten my PIN?	Call customer services on 150 for free from your Telewest phone line or 0845 142 0000 from a standard line.
What do I do if I can't find my remote control.	The buttons on the front of the set top box perform most of the functions. Also you can call customer services to purchase a new remote control.
What do I do if I can't find a channel that I have previously been watching?	The channel may only broadcast for part of the day, so check the Mini Guide to see when the channel is available.
Do I still need a TV licence?	Yes, everyone who has a TV must have a licence for it. Like normal TV's, you also receive BBC1 and 2, ITV and Channels 4 and 5.
Do I need an aerial?	You will need an aerial if you want to record programmes from your terrestrial service while watching Broadband.
Can I have Telewest Broadband in more than one room at home?	Yes, you can have up to three Broadband set top boxes in your home, so you can have the choice of Broadband Digital TV in your bedroom and kitchen as well as your living room if you want. To find out further information and charges, call customer services.
Can I move Telewest Broadband from one room to another?	Yes, for a small call out charge we will send out a technician to move your set top box and cables. Or, we can give you extra set top boxes as above.
What if I move house?	If your new address is in an area we service we can set up a transfer so you can take your service with you. Or, call customer services to be disconnected, but be aware that if you move and have been with Telewest for less than 12 months you will be charged a disconnection fee.

Safety

Your set top box meets demanding international safety standards. And, as with any other piece of technical equipment, you must treat it with care. If at any time you're worried about its safety or functioning, please telephone customer services on 0845 142 0000 or dial 150 for free from your Telewest phone line.

Warning

Remember that if you touch the mains electricity you can receive a severe electric shock which can kill. To avoid accidents, follow these simple precautions.

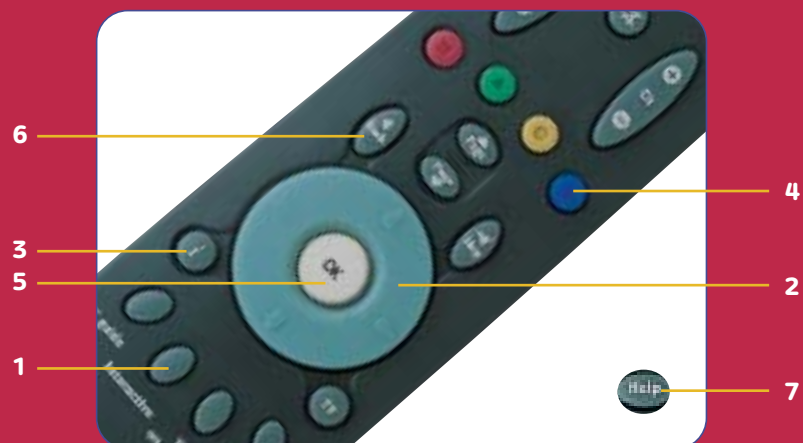
- Never remove the top of the set top box
- Make sure that all electrical connections are secure
- Connect all leads from the set top box to your TV, video and any other equipment before plugging the set top box into the mains
- Unplug the set top box from the mains supply before you disconnect any other equipment from the panel at the back
- Never allow anything to be pushed into slots, or other openings in the case of the set top box (except the cards into the proper slots)
- Do not store the set top box in damp, cold, hot or dusty places
- Do not cover the ventilation holes of the set top box, make sure there is a clear space on top
- Do not put drinks, vases or anything that might spill near the set top box
- Do not disconnect your set top box from the cable connection

Your set top box and the mains supply

There is a label on the base or back panel of the set top box. This tells you the correct mains supply for it. Never connect the set top box to a different supply. The lead supplied with the set top box comes ready fitted with a plug and has a connector at the other end. Connect the set top box to the lead before putting the plug into the mains socket.

If you want to disconnect the set top box from the mains, it's important to unplug the lead from the mains before removing the connector from the set top box. If you are in any doubt at any time about the mains lead, plug or its connection, contact a qualified electrician.

Teleport Controls



- | Key | |
|-----|-------------------------|
| 1 | Home/Interactive |
| 2 | Arrow buttons |
| 3 | Info button 'i' |
| 4 | Skip to next day/letter |
| 5 | OK |
| 6 | Back |
| 7 | Help |

Watching Teleport

When you start watching a programme the control symbol will appear on screen to remind you that you can pause, rewind and fast forward. This will disappear after a few seconds, but will reappear if any of the control buttons are pressed.

You can't record any Teleport programmes on your VCR/DVD.



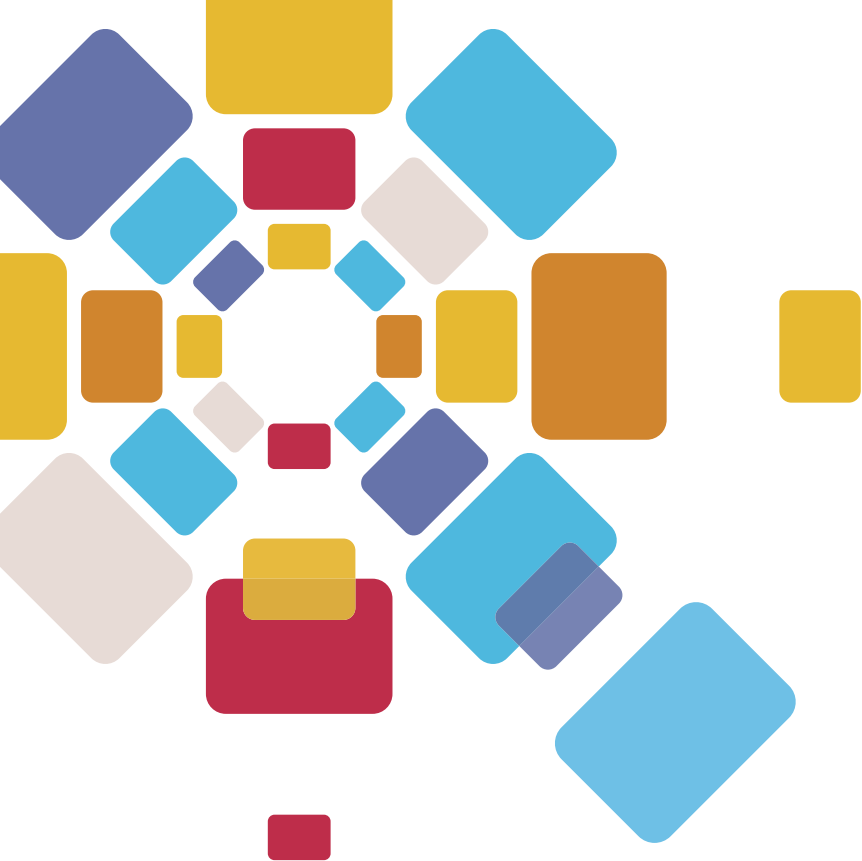
teleport

Your guide to Teleport

watch what you want,
whenever you want


This leaflet replaces the Pay Per View
section on pages 16-17 of Your Guide
to Digital TV.





Telewest Broadband has introduced a new service – Teleport – our revolutionary new TV service.

Through your remote control you can select from the Teleport menu of programmes at the touch of a button. You'll have access to a fantastic library of movies from Filmflex to rent and some great TV programmes at your fingertips. You can start viewing a Teleport programme whenever you like and you'll be able to pause, rewind and fast forward so it's just like having a DVD library built into your TV.

The service is easy to use. Press the  or the interactive button on your remote control to start exploring. Or select **Settings and Services** for on-screen help.

Teleport Replay

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Teleport Movies

[page 4](#)

Teleport TV – coming soon

[page 8](#)







Teleport Replay

With Teleport Replay you can catch up with a selection of popular programmes screened over the previous seven days. You'll automatically have access to Teleport Replay at no extra cost.


More content will be continually added to this service, so keep checking to see what's available

Finding out what's on

- Press  or the interactive button on your remote control to go to the Home screen
- Choose **Teleport Replay** and press  to select
- Choose a **Teleport Replay** option e.g. All by A-Z, All by Day or select a broadcaster
- A list of all programmes in the selected section appears
- Use the up and down **Arrow buttons** to move through programmes in the list
- Press the  button for more programme information
- Press the  button, or use the left and right **Arrow buttons**, to go to the next letter or day tab
- As you highlight each title a short programme description appears in the bar above the list



Choosing a Programme



- Press the  button to select the highlighted programme
- **Your Selection** appears showing the selected programme title, length and a programme description
- Choose **View Now** to begin viewing the selected programme
- Depending on your **Parental Control** settings you may be asked to enter your PIN





Teleport Movies

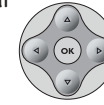
Choose from around 200 new and classic movies – brought to you by Filmflex. When you rent a movie it's yours for 24 hours – you can watch it as many times as you like within the rental period without paying anything extra. Movies cost between £2.00 – £3.50 and you can start watching whenever you want.

Finding out what's on

- Press  or the interactive button on your remote control to go to the Home screen
- Choose **Teleport Movies** and press  to select
- Choose a **Teleport Movie** category e.g. All Movies A-Z, Top Titles, What's New, Mood Matcher or Movie Type



- A list of movie titles appears also showing the cost for the rental period, length and certificate
- Use the up and down **Arrow buttons** to move through movies in the list
- Press the  button for more movie information
- Press the  button, or use the left and right **Arrow buttons**, to go to the next letter tab
- As you highlight each title a short movie description appears in the bar above the list



Choosing a Movie

- Use the up and down **Arrow buttons** to move through the list
- Press the **OK** button to select the highlighted movie
- Your Selection appears showing the movie title, length and certificate as well as a longer description
- To view the trailer in the full screen press the **Red** button
- If available and depending on your **Parental Controls** settings a trailer plays automatically in the small window.

Renting a Movie

- Choose **Buy Now** and press **OK**
- Depending on the movie certificate rating and your **Parental Control** settings you may be asked to enter your PIN
- A message appears confirming your purchase
- Choose **View Now** to watch the film now or
- Choose **View Later** to watch the film at any time during the 24hr rental period

Movies are stored in Your Rentals for 24 hours.



Checking Your Rentals

- Press **OK** or the interactive button on your remote control to go to the Home screen
- Choose **Teleport Movies** and press **OK** to select
- Choose **Your Rentals**
- **Your Rentals** displays a list of all your active movie 'Rentals' it also shows you how long you still have to view them
- Use the up and down **Arrow buttons** to move through the list

If you stopped a movie part way through you can select it from **Your Rentals**.

- Choose **Continue** from the pop up screen to view from where you left off, or
- Choose **Start** from the pop up screen to view the movie from the beginning

Once you've ordered a movie you have 24 hours to view it unlimited times. You can start a movie up to the last second of your rental period. However, if the movie is longer than the rental time that you have left, you cannot pause or rewind. If you stop part-way through once the rental period has ended, you won't be able to resume watching.







Teleport TV – coming soon

With Teleport TV you will be able to enjoy your favourite series plus a great range of documentaries and kids' programmes. For customers on our top TV package, all this will be available at no extra cost.




Customers on our other TV packages will be able to access Teleport TV to see what's available and can subscribe to Teleport TV for an extra monthly subscription charge.

New programmes and series will be regularly added to the service.



Finding out what's on

- Press  or the interactive button on your remote control to go to the Home screen
- Choose **Teleport TV** and press  to select
- Choose a **Teleport TV** category e.g. Comedy, Teleport A-Z, Kids and press  to select
- A list of all programmes in the category appears
- Use the up and down **Arrow buttons** to move through programmes in the list
- Press the  button for more programme information




- Press the  button, or use the left and right **Arrow buttons** to go to the next letter tab
- Press the  or  buttons to page up and down through the list
- As you highlight each title a short programme description appears in the bar above the list

Choosing a TV series

- Press the  button to select a TV series and to view a list of episodes
- You will also see details on the episode length and a certificate rating
- Use the up and down **Arrow buttons** to move through programmes in the list
- Press the  button, or use the left and right **Arrow buttons**, to go to the next letter tab



Choosing a Programme/Episode

- Press the  button to select the highlighted programme
- **Your Selection** appears showing the selected programme title, length and certificate as well as a programme description
- Choose **View Now** to begin viewing the selected programme
- Depending on your **Parental Control** settings you may be asked to enter your PIN